

# Concur Travel – User Manual



**TRAVEL ONE** INC.

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*A BCD Travel Affiliate*

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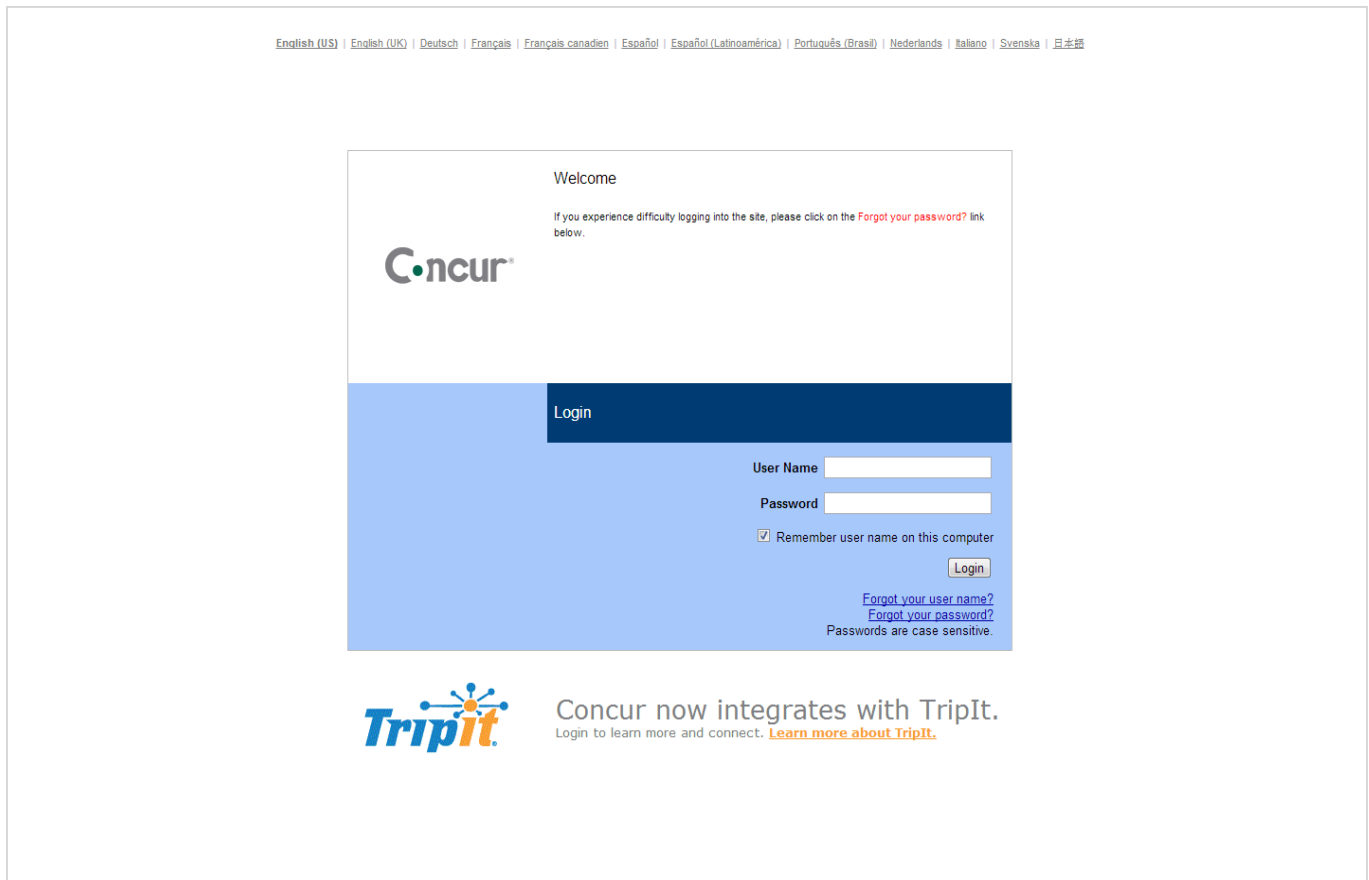
# Login Instructions:

Login Site URL: [www.concursolutions.com](http://www.concursolutions.com)

Enter your Login User Name.  
(email address)

Enter your password.  
(check with your Company Administrator)

Optional: Check the box “Remember user name on this computer” if you want your User Name to pre-fill in.



The screenshot shows the Concur login interface. At the top, there is a language selection bar with links for English (US), English (UK), Deutsch, Français, Français canadien, Español, Español (Latinoamérica), Português (Brasil), Nederlands, Italiano, Svenska, and 日本語. Below this is a 'Welcome' message with the Concur logo and a link to 'Forgot your password?'. The main login area has a dark blue header with the word 'Login'. It contains two input fields for 'User Name' and 'Password', a checkbox for 'Remember user name on this computer', and a 'Login' button. Below the login fields are links for 'Forgot your user name?' and 'Forgot your password?', and a note that 'Passwords are case sensitive.' At the bottom, there is a TripIt logo and text stating 'Concur now integrates with TripIt. Login to learn more and connect. [Learn more about TripIt.](#)'

# Home Page Views:

## Home View:

The screenshot shows the Concur Travel One home page. The top navigation bar includes links for Home, Travel, Approvals, Reporting, and App Center. The user is logged in as WILLIAM. The page features several sections: a TRIP SEARCH sidebar on the left, an ALERTS section with notifications about e-receipts and unused tickets, a large blue banner for the Enhanced UI, a COMPANY NOTES section with a welcome message, a MY TASKS section showing 00 Required Approvals, a MY TRIPS (0) section, and a FACTS & STATS section with two informational cards. The footer includes the Concur logo and copyright information.

## Home View Highlights:

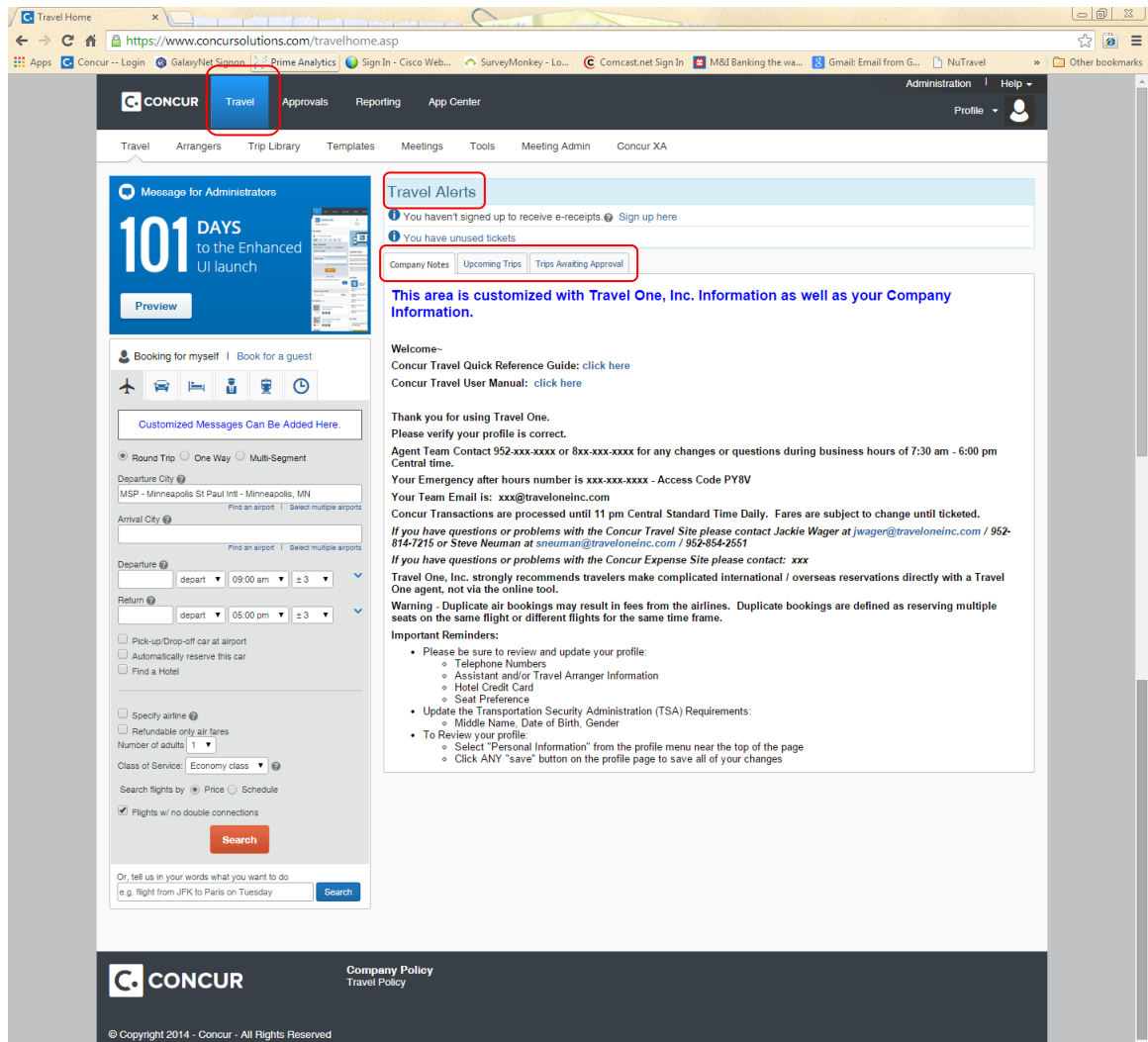
Access your profile and ability to book travel for another person is in the upper right-hand corner. Below the profile link is an “At-a-Glance” view of pending approvals, expense reports and upcoming trips.

Sections on the Homepage – Alerts, Company Notes, My Tasks, My Trips, and Facts & Stats.

Search engine is on the left-hand side.

## Home Page Views:

### Travel View:



### Travel View Highlights:

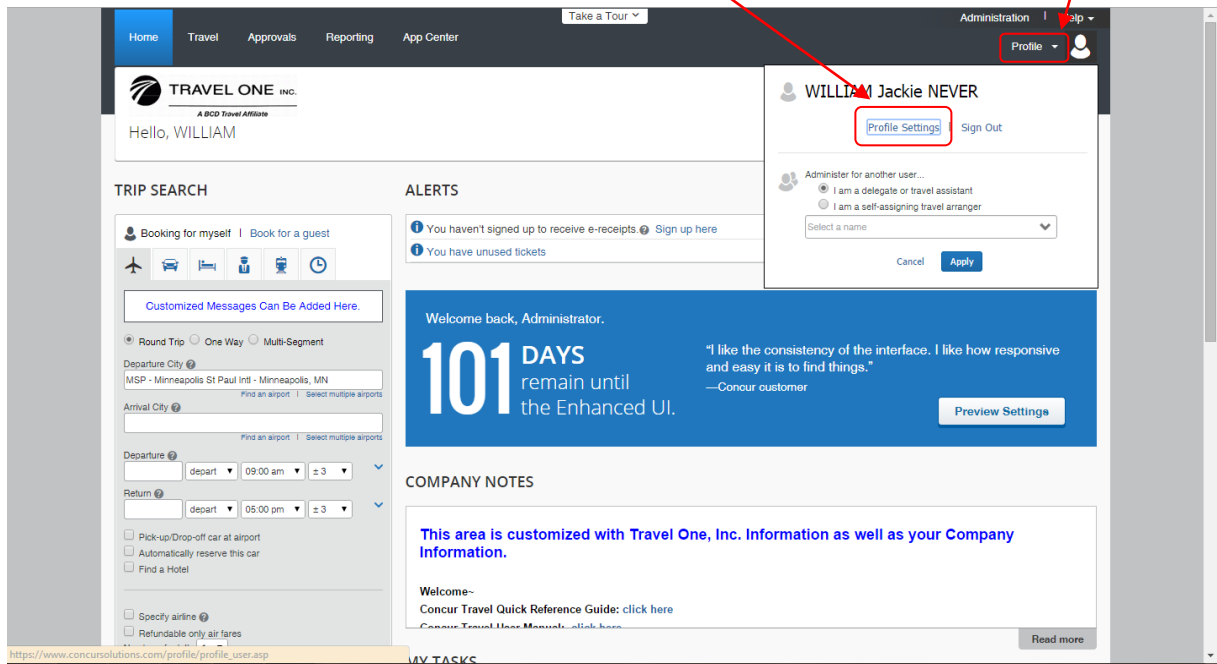
Access your profile and ability to book travel for another person is in the upper right-hand corner.

Sections on the Homepage – Alerts (compressed) and Company Notes/Upcoming Trips/Trips Awaiting Approval.

Search engine is on the left-hand side.

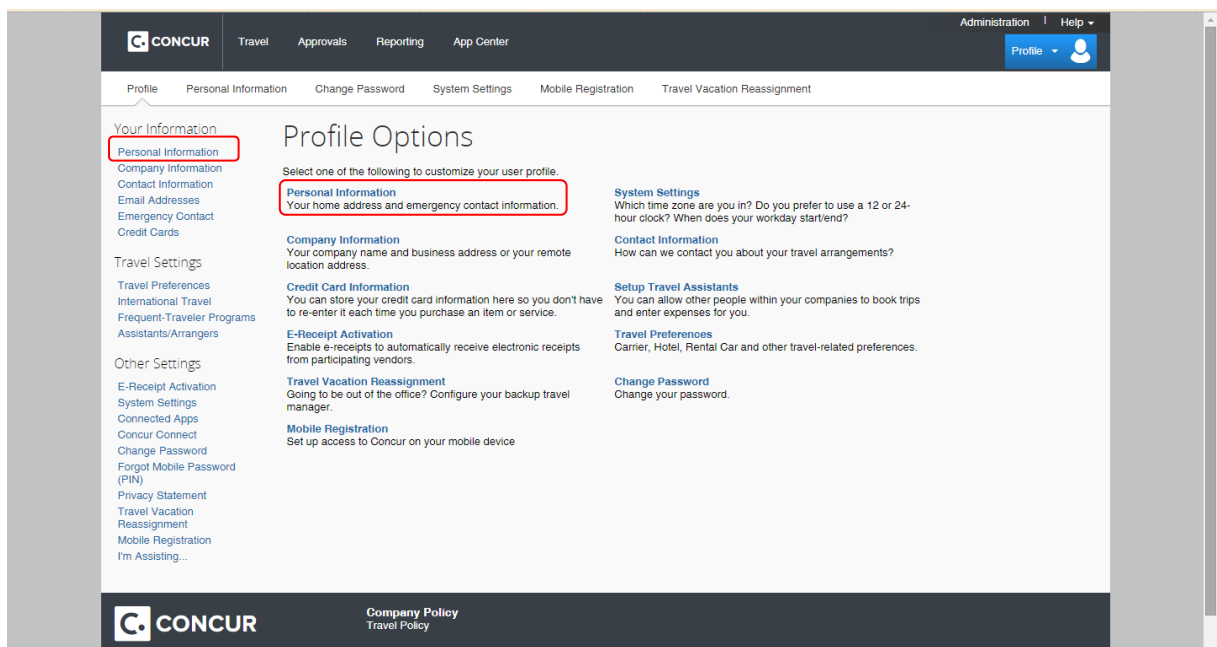
# Fill Out / Modify Traveler Profile:

If this is your first time in or if you need to make any profile updates, please click on the PROFILE link in the upper right-hand corner, then click on the PROFILE SETTINGS link.



**IMPORTANT NOTE:** If this is your first time logging into Concur, please change your password away from the default one given to you by your Company Administrator.

Click on the PERSONAL INFORMATION link at the top to begin filling out your profile, or click on the other links on the page or along the left-hand side to update specific parts of your profile or personal settings.



## Fill Out / Modify Traveler Profile:

Update all of your traveler profile information and then click save. You do **not** have to hit save after every area.

You will be required to click on a “+Add...” button in three places within the profile area:

1. Add a secondary email address
2. Add a Frequent Traveler Program (Air, Car, Hotel & Train)
3. Add your Passport and/or International Visa
4. Add an Assistant & Travel Arranger
5. Add credit card information

This will open up a 2<sup>nd</sup> box that you will fill in and save.

The screenshot displays the 'My Profile - Personal Information' page in the Concur system. The page is divided into three main sections: Personal Information, Company Information, and Work Address. The Personal Information section includes fields for Title, First Name (WILLIAM), Middle Name (Jackie), Nickname, Last Name (NEVER), and Suffix. The Company Information section includes fields for Employee ID, Manager (WILLIAM NEVER), Employee Position/Title (vice president sales/benit), and Org. Unit/Division (leisure). The Work Address section includes fields for Company Name (Travel One, Inc.) and Assigned Location (Main Location (Minneapolis, MN)). A 'Save' button is visible at the bottom of the Company Information section.

When your login is set up your First and Last name will be filled in. Please add your middle name or middle initial **exactly** as it shows up on the identification you will be using to go through airport security (i.e. driver's license or passport).

If you do not have a middle name please check mark the “NO MIDDLE NAME” box directly below the Middle Name field if available.

Scroll down...

## Fill Out / Modify Traveler Profile:

**Work Address** Go to top

Company Name: Travel One, Inc. Assigned Location: Main Location (Minneapolis, MN)

Street: 8009 34th Ave South ☐ Address same as assigned location

City: Minneapolis State/Province/Region: MN Postal Code: 55425 Country: United States of America

**Save**

**Home Address**

Street: 123 Main St

City: Minneapolis State/Province/Region: MN Postal Code: 55401

Country: United States of America

**Save**

**Contact Information** Go to top

Work Phone **[Required\*\*]**: 952-854-2551 Work Extension: Work Fax: 2nd Work Phone/Remote Office:

Home Phone **[Required\*\*]**: 952-854-2554

Pager: Other Phone:

Mobile Phone: United States 952-240-1396 **Send Test Message**

**\*\*You must specify either a home phone or a work phone.**

**Save**

Fill in your work address.

Fill in your home Address.

Please fill in at least one phone number (the format must be 123-123-1234).

Continue to scroll down...



## Fill Out / Modify Traveler Profile:

**Email Addresses** Go to top

Please add at least one email address.

▶ How do I add an email address?

Email 1 Contact [+] Add an email address

sneuman@traveloninc.com Yes ✎

**Emergency Contact** Go to top

Name Relationship

Street Address same as employee

123 Main St

City State/Province/Region Postal Code

Minneapolis MN 55401

Country Phone Alternate Phone

United States of America

Save

**Travel Preferences** Go to top

Eligible for the following discount travel rates/fare classes

☒ AAA/CAA ☐ Government ☐ Military ☒ Senior/AARP

**Air Travel Preferences**

Seat Special Meals Ticket Delivery

Window Regular Meal E-ticket when possible

Preferred Departure Airport Other Air Travel Preferences Medical Alerts

MSP

**Hotel Preferences**

Room Type Smoking Preference Message to Vendor

King Non-smoking Foam pillows

I prefer hotel that has:

☐ a gym ☐ a pool ☐ a restaurant ☐ room service ☐ Early Check-in

**Accessibility Needs**

☐ Wheelchair access ☐ Blind accessible

**Car Rental Preferences**

Car Type Smoking Preference Car Transmission

Intermediate Car Non-smoking Don't Care In-car GPS system

Message to Vendor

**Frequent-Traveler Programs**

Your Frequent Traveler, Driver, and Hotel Guest Programs

[+] Add a Program

Logo	Program Name	Search this vendor	Program ID	✎	✕
	DELTA Delta SkyMiles	Search this vendor	123456789	✎	✕
	AVIS Avis Wizard <a href="#">Enroll in Avis Preferred or Link your profile. Click Here</a>	Search this vendor	JACKIE12	✎	✕
	Budget Budget RapidRez	Search this vendor	HK2665	✎	✕
	National Emerald Club	Search this vendor	706469492	✎	✕
	Marriott (All) Marriott Rewards	Search this vendor	123456	✎	✕

**Unused Tickets**

You have the following unused tickets in the reservation system.

Carrier	Ticket Number	Credit	Expiration Date	Notes
UNITED	016 7328115756	399.61		04DEC14 F

Click on the [+] ADD AN EMAIL ADDRESS to add an additional email address where copies of itineraries will be sent (i.e., home email, spouse email).

The emergency contact information is for the airline's use—in case of an emergency.

The next area begins your traveler preferences:

- ➡ If you qualify for discounts based upon programs you belong to or any AAA/government/ military discounts.
- ➡ What kind of seating do you like?
- ➡ Do you have any medical or food allergies, special meal needs?
- ➡ Your preferred type/ size of bedding (i.e. king, queen, two doubles)
- ➡ Smoking preference
- ➡ Other room preferences

The same applies to your Car Rental preferences...

## Fill Out / Modify Traveler Profile:

To enter your Frequent Traveler Programs, you will need to click the [+] ADD A PROGRAM button on the far right...

After clicking the [+] ADD A PROGRAM button, the following screen is visible.

Enter your information such as:
















- ➡ Selecting what kind of program you are adding (air, train, car & hotel)
- ➡ Enter the information
- ➡ Click SAVE to go back to the profile form

If you need to add more programs, click on the [+] ADD A PROGRAM button again.

### Add Travel Programs

**i** Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.).

1	  	Carrier Select a carrier	Frequent Traveler / Driver/ Guest Number	Search this vendor
2	  	Carrier Select a carrier	Frequent Traveler / Driver/ Guest Number	Search this vendor
3	  	Carrier Select a carrier	Frequent Traveler / Driver/ Guest Number	Search this vendor
4	  	Carrier Select a carrier	Frequent Traveler / Driver/ Guest Number	Search this vendor
5	  	Carrier Select a carrier	Frequent Traveler / Driver/ Guest Number	Search this vendor

[Save](#) [Cancel](#)

### TSA Secure Flight

The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at [WWW.TSA.GOV](http://WWW.TSA.GOV).

Gender **[Required]** ☒ Male ☐ Female Date of Birth (mm/dd/yyyy) **[Required]** 03/12/1979 DHS Redress No.  TSA Pre✓ Known Traveler Number

[Save](#)

### International Travel: Passports and Visas

[Go to top](#)

Adding your passport information to your profile will allow us to include it in your reservations. Having this information in your reservation can make international travel a little easier.

**Passports** [\[+\] Add a Passport](#)

☐ I do not have a passport

**International Visas** [\[+\] Add a Visa](#)

[Save](#)

### Assistants and Travel Arrangers

[Go to top](#)

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

☐ Refuse Self Assigning Assistants

**Your Assistants and Travel Arrangers** [\[+\] Add an Assistant](#)

Sigel, Sheila S.	Can book travel? <input checked="" type="checkbox"/>	<a href="#">✎</a> <a href="#">✕</a>
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[Save](#)

### Credit Cards

[Go to top](#)

## Fill Out / Modify Traveler Profile:

TSA requires the collection of your date of birth and gender. Add your Redress Number and TSA PreCheck number if applicable.

International Travel – if you are going to be traveling with your passport please click on the [+] ADD A PASSPORT and/or [+] ADD A VISA” links and complete all of the fields in this area.

If you have an assistant or travel arranger who makes reservations on your behalf, please click the [+] ADD AN ASSISTANT button.

When adding an assistant, enter in the person’s name.

Check the box that says “Can book travel for me”.

If this person is your primary assistant for making your travel reservations, check that box as well.

Click the SAVE button to return back to your traveler profile form.

**Add an Assistant**

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Assistant

☐ Can book travel for me

☐ Is my primary assistant for travel\*

\*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.

If you are adding in a credit card please click on [+] ADD A CREDIT CARD.

You will need to enter in all of the fields noted. Please be sure to select which travel forms that specific credit card will be used to purchase (plane tickets, rail tickets, car rentals, hotel reservations, etc.).

Enter in the billing address for that specific credit card.

Click the SAVE button to return back to your traveler profile form.

**Add a Credit Card**

Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction. **All fields are required.**

Display Name (e.g., My Corporate Card)  Your name as it appears on this card

Card Type  Credit Card Number  Expiration Date

Use this card as the default card for:

☒ Plane Tickets ☒ Rail Tickets ☒ Car Rentals ☒ Hotel Reservations ☒ Taxi

**Billing Address:** Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it's a company card, the billing address might be your company address. The billing address must be the address where the bills for this card are currently delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. **Your credit card may be declined if your billing address is inaccurate.**

**Note:** Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street  Use this address

City  State  Zip/Postal Code

Country

## Fill Out / Modify Traveler Profile:

The screenshot displays the Concur Traveler Profile page. At the top, there is a 'Save' button. Below it is the 'Assistants and Travel Arrangers' section, which includes a 'Go to top' link and a checkbox for 'Refuse Self Assigning Assistants'. The section title is 'Your Assistants and Travel Arrangers'. Below this, there is a table with one row for 'Sigel, Sheila S.' and a 'Can book travel?' checkbox that is checked. To the right of the table is a '+ Add an Assistant' link. Below the table is another 'Save' button. The next section is 'Credit Cards', which also has a 'Go to top' link. It states 'You currently have the following credit cards saved with your profile.' Below this is a table with two rows: 'Demo Credit Card' (Visa) and 'Southwest bookings' (Amex). To the right of the table is a '+ Add a Credit Card' link. Below the table is a 'Save' button. At the bottom left of the page is a 'Go to top' link. The footer contains the Concur logo and the text 'Company Policy Travel Policy'.

Assistants and Travel Arrangers				Go to top
Please select the individuals within your organization that you would like to give permission to perform travel functions for you.				
<input type="checkbox"/> Refuse Self Assigning Assistants				
Your Assistants and Travel Arrangers				[+] Add an Assistant
Sigel, Sheila S.	Can book travel?	<input checked="" type="checkbox"/>		

Credit Cards				Go to top
You currently have the following credit cards saved with your profile.				[+] Add a Credit Card
	Demo Credit Card	xxxx-xxxx-xxxx-1111	Exp: 06/2018	
	Southwest bookings	xxxx-xxxx-xxxx-1002	Exp: 07/2018	

Once you have completed the entire profile, click **any** of the visible SAVE buttons.

That will prompt the entire profile to save and you will now be able to book travel.

Click on the TRAVEL link in the top toolbar to return to the homepage.

# Making A Reservation – Input Your Trip Details:

On the left-hand side of the Home (Concur)/Travel page is the search engine. Note the tabs/icons for different search capabilities: Air, Car Rental, Hotel, Ground Transportation, Rail, and Flight Status. The default tab is Air search, with Car Rental and Hotel check boxes available. Also note the default setting is for a Round Trip, however you can also book One Way or Multi Segment trips.

From the Home (Concur)/Travel page, enter:

- ➔ Departure city
- ➔ Arrival city
- ➔ Dates of travel
- ➔ Check the boxes if car and/or hotel reservations are needed

Click SEARCH

The screenshot displays the Concur Travel page. The top navigation bar includes 'CONCUR', 'Travel', 'Approvals', 'Reporting', and 'App Center'. Below this, a secondary navigation bar lists 'Travel', 'Arrangers', 'Trip Library', 'Templates', 'Meetings', 'Tools', 'Meeting Admin', and 'Concur XA'. The main content area is divided into two columns. The left column contains a 'Message for Administrators' banner for the '101 DAYS to the Enhanced UI launch', a 'Booking for myself' section with icons for Air, Car, Hotel, and Rail, and a search form. The search form includes fields for 'Departure City' (MSP - Minneapolis St Paul Intl - Minneapolis, MN), 'Arrival City', 'Departure' (09:00 am), and 'Return' (05:00 pm). It also has checkboxes for 'Round Trip', 'One Way', and 'Multi-Segment', and options for 'Specify airline', 'Refundable only air fares', and 'Class of Service'. A 'Search' button is at the bottom of the form. The right column contains 'Travel Alerts', 'Company Notes', and 'Upcoming Trips'. A red arrow points to the 'Upcoming Trips' tab with the text 'Note unused tickets available for use...'. Another red arrow points to the 'Search' button with the text 'Alternate Method: Type in free-flow box your trip details, click on the SEARCH button.' The footer includes the Concur logo, 'Company Policy Travel Policy', and copyright information.

CONCUR Travel Approvals Reporting App Center

Administration Help Profile

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Concur XA

Message for Administrators

101 DAYS to the Enhanced UI launch

Preview

Booking for myself Book for a guest

Customized Messages Can Be Added Here.

Round Trip One Way Multi-Segment

Departure City MSP - Minneapolis St Paul Intl - Minneapolis, MN

Find an airport Select multiple airports

Arrival City

Find an airport Select multiple airports

Departure depart 09:00 am ± 3

Return depart 05:00 pm ± 3

Pick-up/Drop-off car at airport

Automatically reserve this car

Find a Hotel

Specify airline

Refundable only air fares

Number of adults 1

Class of Service: Economy class

Search flights by Price Schedule

Flights w/ no double connections

Search

Or, tell us in your words what you want to do

e.g. flight from JFK to Paris on Tuesday

Search

Travel Alerts

You haven't signed up to receive e-receipts. Sign up here

You have unused tickets

Company Notes Upcoming Trips Trips Awaiting Approval

This area is customized with Travel One, Inc. Information as well as your Company Information.

Welcome-

Concur Travel Quick Reference Guide: click here

Concur Travel User Manual: click here

Thank you for using Travel One.

Please verify your profile is correct.

Agent Team Contact 952-xxx-xxxx or 8xx-xxx-xxxx for any changes or questions during business hours of 7:30 am - 6:00 pm Central time.

Your Emergency after hours number is xxx-xxx-xxxx - Access Code PY8V

Your Team Email is: xxx@traveloneinc.com

Concur Transactions are processed until 11 pm Central Standard Time Daily. Fares are subject to change until ticketed.

If you have questions or problems with the Concur Travel Site please contact Jackie Wager at [jwager@traveloneinc.com](mailto:jwager@traveloneinc.com) / 952-814-7215 or Steve Neuman at [sneuman@traveloneinc.com](mailto:sneuman@traveloneinc.com) / 952-854-2551

If you have questions or problems with the Concur Expense Site please contact: xxx

Travel One, Inc. strongly recommends travelers make complicated international / overseas reservations directly with a Travel One agent, not via the online tool.

Warning - Duplicate air bookings may result in fees from the airlines. Duplicate bookings are defined as reserving multiple seats on the same flight or different flights for the same time frame.

Important Reminders:

- Please be sure to review and update your profile:
  - Telephone Numbers
  - Assistant and/or Travel Arranger Information
  - Hotel Credit Card
  - Seat Preference
- Update the Transportation Security Administration (TSA) Requirements:
  - Middle Name, Date of Birth, Gender
- To Review your profile:
  - Select "Personal Information" from the profile menu near the top of the page
  - Click ANY "save" button on the profile page to save all of your changes

CONCUR Company Policy Travel Policy

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Last logged in: 10/22/2014 8:47 AM

## Making A Reservation – Air Availability:

Standby...

Concur is searching for flight options, and will show a green status bar until all results are brought back.

During this time, the RESERVE buttons are “grayed out.”

The screenshot displays the Concur Travel interface. The top navigation bar includes 'CONCUR', 'Travel', 'Approvals', 'Reporting', and 'App Center'. The main header shows the trip summary: 'Minneapolis/St. Paul, MN To Denver, CO' and 'Mon, Dec 15 - Thu, Dec 18'. A green progress bar indicates 'Getting your flights and fares...'. The left sidebar contains sections for 'Select Flights', 'Select a Car', 'Select a Hotel', and 'Finalize Trip'. The main content area shows a table of flight results for various carriers: All (374 results), United (8 results), Delta (12 results), American Airlines (25 results), Southwest (36 results), Multiple Carriers (10 results), and US Airways (2 results). The table lists flight details such as Nonstop, 1 stop, and 2 stop options, along with prices and durations. A 'Baggage Fee Policies' section is also visible. The bottom of the page shows a 'Change Flight Search' section with a search bar and a 'Select' button.

Carrier	Nonstop	1 stop	2 stop	Price
All	66 results	308 results	1 tickets	374 results
United	8 results	35 results	1 tickets	197.20
Delta	12 results	14 results	1 tickets	258.20
American Airlines	25 results	25 results	1 tickets	335.20
Southwest	36 results	180 results	1 tickets	197.20
Multiple Carriers	10 results	52 results	1 tickets	258.20
US Airways	2 results	2 results	1 tickets	354.20

## Making A Reservation – Flight Options:

A grid of air fares by carrier is displayed at the top.

PRINT/EMAIL – to send options to someone for review.

To narrow your search, you can click on a column to sort by carrier; or click on a row to search by number of stops.

Note unused ticket available for use.

You can shop by FARES or SCHEDULE.

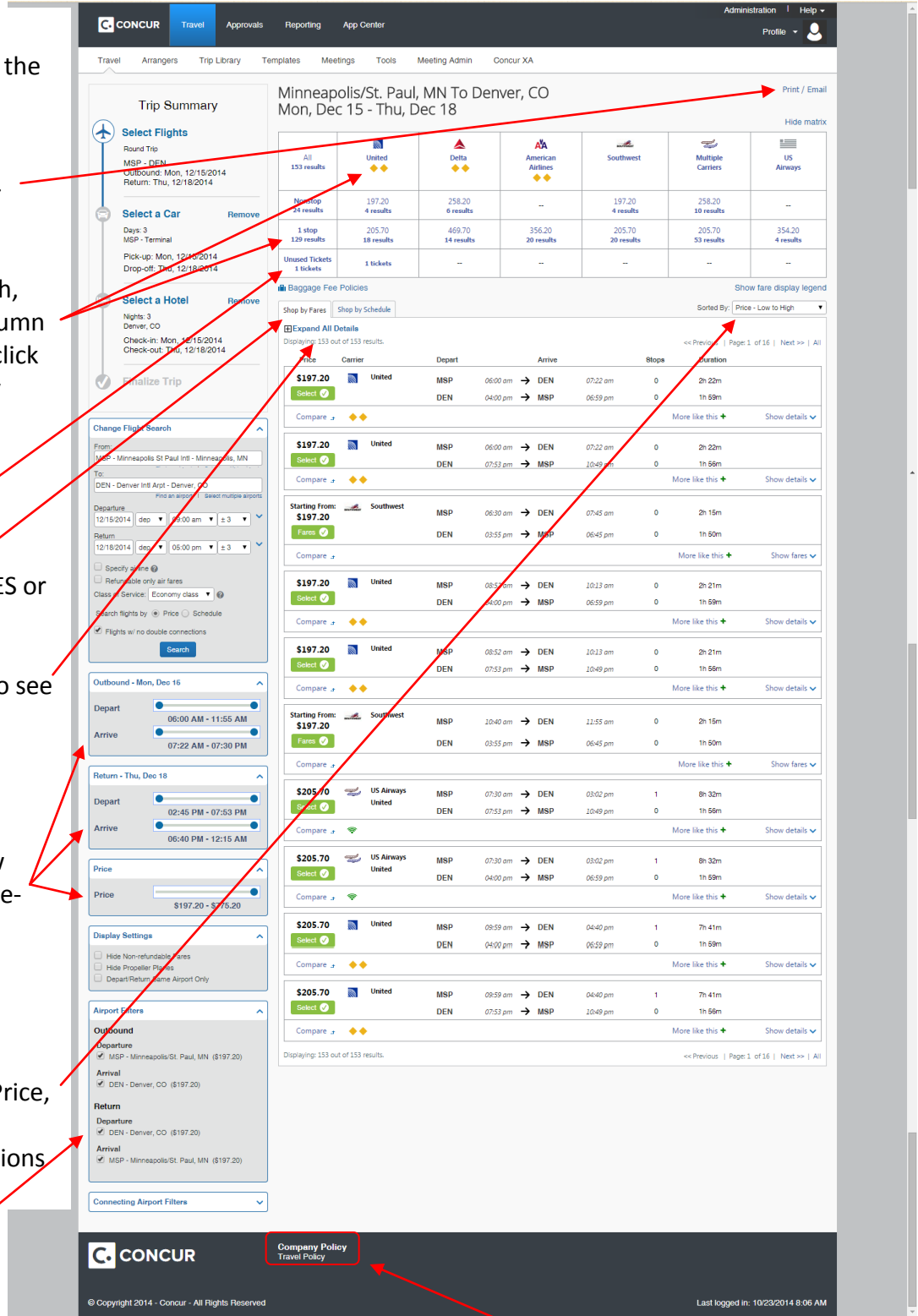
Expand All Details – to see the flight details

Change your flight parameters.

Other ways to narrow your search – use slide-bars to find desirable search results for:

-  Time
-  Price

Sort by: Preference, Price, Departure, Duration, Policy, Stops or Emissions



The screenshot displays the CONCUR Travel interface for a trip from Minneapolis/St. Paul, MN to Denver, CO. The main section shows a grid of flight options by carrier, with columns for carrier, price, and duration. The left sidebar contains various filters and settings, including a 'Change Flight Search' section with departure and return dates, a 'Price' section with a price range slider, and a 'Display Settings' section with checkboxes for 'Hide non-refundable fares', 'Hide Propeller Planes', and 'Depart/Return Same Airport Only'. The bottom of the interface features a 'Company Policy Travel Policy' link and a copyright notice.

Modify these settings to filter specific airports...

Click on the TRAVEL POLICY link to view policy restrictions built into the site (if applicable). Rule violations are discussed on page 24.

## Making A Reservation – Flight Options:

To view flight connection times and seat maps, click the **SHOW DETAILS / FARE** link associated with that flight...

Click on this link to check Baggage Fee Policies.

Scroll down to view more flight options.

If ready to confirm, click on the **SELECT / FARES** button.

The screenshot shows a flight search interface. On the left, there's a sidebar with 'Select a Hotel' and 'Finalize Trip' buttons. The main area displays flight results for 'MSP - Minneapolis St Paul Intl - Minneapolis, MN' to 'DEN - Denver Intl Arpt - Denver, CO'. The results are sorted by 'Price - Low to High'. A table lists flight options with columns for Price, Carrier, Depart, Arrive, Stops, and Duration. The first row shows a United flight for \$197.20. A red arrow points from the 'SHOW DETAILS / FARE' link in the first row to the 'Baggage Fee Policies' section. Another red arrow points from the 'SELECT / FARES' button in the first row to the 'SELECT / FARES' button in the sidebar.

Price	Carrier	Depart	Arrive	Stops	Duration
\$197.20	United	MSP 06:00 am → DEN 07:22 am	07:22 am	0	2h 22m
\$197.20	United	DEN 07:53 pm → MSP 10:49 pm	10:49 pm	0	1h 56m
\$197.20	Southwest	MSP 06:30 am → DEN 07:45 am	07:45 am	0	2h 15m
\$197.20	Southwest	DEN 03:55 pm → MSP 06:45 pm	06:45 pm	0	1h 50m
\$197.20	United	MSP 08:52 am → DEN 10:13 am	10:13 am	0	2h 21m
\$197.20	United	DEN 07:53 pm → MSP 10:49 pm	10:49 pm	0	1h 56m
\$197.20	United	MSP 08:52 am → DEN 10:13 am	10:13 am	0	2h 21m
\$197.20	United	DEN 07:53 pm → MSP 10:49 pm	10:49 pm	0	1h 56m
\$197.20	Southwest	MSP 10:40 am → DEN 11:55 am	11:55 am	0	2h 15m
\$197.20	Southwest	DEN 03:55 pm → MSP 06:45 pm	06:45 pm	0	1h 50m

When reviewing Southwest options, you can see the different fare levels available...

The screenshot shows the details for a Southwest flight from Minneapolis/St. Paul (MSP) to Denver (DEN) on Monday, Dec 15. The flight is operated by Southwest #629, departing at 06:30 am and arriving at 07:45 am. The fare is \$197.20. The page shows the 'Wanna Get Away' fare level, which includes a base fare of \$90.10, a \$303.10 fee, and a \$379.10 total. The return flight is on Thursday, Dec 18, departing at 03:55 pm and arriving at 06:45 pm. The page also includes a 'Travel Policy' section and a 'Frequent Flyer Programs' section.

Flight	Carrier	Class	Fare	Base Fare	Fee	Total
Outbound flight: Minneapolis/St. Paul, MN (MSP) - Denver, CO (DEN) Mon, Dec 15	Southwest	Wanna Get Away	\$197.20	\$90.10	\$303.10	\$379.10
Return flight: Denver, CO (DEN) - Minneapolis/St. Paul, MN (MSP) Thu, Dec 18	Southwest	Wanna Get Away	\$197.20	\$90.10	\$303.10	\$379.10



## Making A Reservation – Flight Options & Reserving Flight:

This is an example of shopping for flights, by SCHEDULE.

Tabs for Outbound and Return options.

Click to select the itinerary you prefer...

Edit your flight search without starting over.

Click to view the seat map...

**Trip Summary**

**Select Flights**  
Round Trip  
MSP - DEN  
Outbound: Mon, 12/15/2014  
Return: Thu, 12/18/2014

**Select a Car**  
Days: 3  
MSP - Terminal  
Pick-up: Mon, 12/15/2014  
Drop-off: Thu, 12/18/2014

**Select a Hotel**  
Nights: 3  
Denver, CO  
Check-in: Mon, 12/15/2014  
Check-out: Thu, 12/18/2014

**Finalize Trip**

**Change Flight Search**  
From: MSP - Minneapolis/St. Paul Intl. - Minneapolis, MN  
To: DEN - Denver Intl Arpt - Denver, CO  
Departure: 12/15/2014 dep 09:00 am ± 3  
Return: 12/18/2014 dep 05:00 pm ± 3

**Minneapolis/St. Paul, MN To Denver, CO**  
Mon, Dec 15 - Thu, Dec 18

All 66 results	Delta	United	American Airlines	Southwest	Multiple Carriers	US Airways	Spirit Airlines
Nonstop 7 results	3 results	2 results	--	2 results	--	--	--
1 stop 59 results	15 results	12 results	14 results	4 results	8 results	5 results	1 results
Unused Tickets 1 tickets	--	1 tickets	--	--	--	--	--

**Baggage Fee Policies**  
Shop by Fares Shop by Schedule  
Sorted By: Stops

**Minneapolis/St. Paul, MN - Mon, Dec 15**  
Displaying: 66 out of 66 results.

Carrier	Depart	Arrive	Stops	Class	SeatMap
Delta #2108	MSP 11:30 am	DEN 12:43 pm	0	Economy	<a href="#">L</a>
Delta #3389	MSP 07:25 am	DEN 08:39 am	0	Economy	<a href="#">L</a>
Delta #2508	MSP 05:50 pm	DEN 07:45 pm	0	Economy	<a href="#">L</a>
Southwest #529	MSP 06:30 am	DEN 07:45 am	0	Economy	<a href="#">L</a>
Southwest #4387	MSP 10:40 am	DEN 11:55 am	0	Economy	<a href="#">L</a>

Once you select your flight, you will Review and Reserve Flight.

Adjust seat assignment here.

Adjust Form of Payment here.

Since this particular fare is non-refundable, a warning message will appear fare rules and restrictions. Scroll to read fare rules.

Click RESERVE FLIGHT AND CONTINUE to continue...

**Trip Summary**

**Flights Selected**  
Round Trip  
MSP - DEN  
Outbound: Mon, 12/15/2014  
Return: Thu, 12/18/2014

**Select a Car**  
Days: 3  
MSP - Terminal  
Pick-up: Mon, 12/15/2014  
Drop-off: Thu, 12/18/2014

**Select a Hotel**  
Nights: 3  
Denver, CO  
Check-in: Mon, 12/15/2014  
Check-out: Thu, 12/18/2014

**Finalize Trip**

**Review and Reserve Flight**

**REVIEW FLIGHTS**

**Outbound flight: Minneapolis/St. Paul, MN (MSP) - Denver, CO (DEN) Mon, Dec 15**

Delta #3389  
Minneapolis St Paul In... (MSP)  
Depart: Monday, 07:25 am  
Stops: 0 Duration: 2h 14m Economy: V Canadair Regional Jet 900  
Denver Intl Arpt (DEN)  
Arrive: Monday, 08:39 am

**Return flight: Denver, CO (DEN) - Minneapolis/St. Paul, MN (MSP) Thu, Dec 18**

Delta #2508  
Denver Intl Arpt (DEN)  
Depart: Thursday, 05:50 pm  
Stops: 0 Duration: 1h 57m Economy: U McDonnell Douglas MD-90  
Minneapolis St Paul In... (MSP)  
Arrive: Thursday, 08:47 pm

**ENTER TRAVELER INFORMATION**  
Ensure all traveler information below is correct.

**PRIMARY TRAVELER**  
Name: WILLIAM JACKIE NEVER Phone: 952-854-2551 sneuman@traveloninc.com

**Frequent Flyer Programs**  
For Delta  
Delta -- 123456789

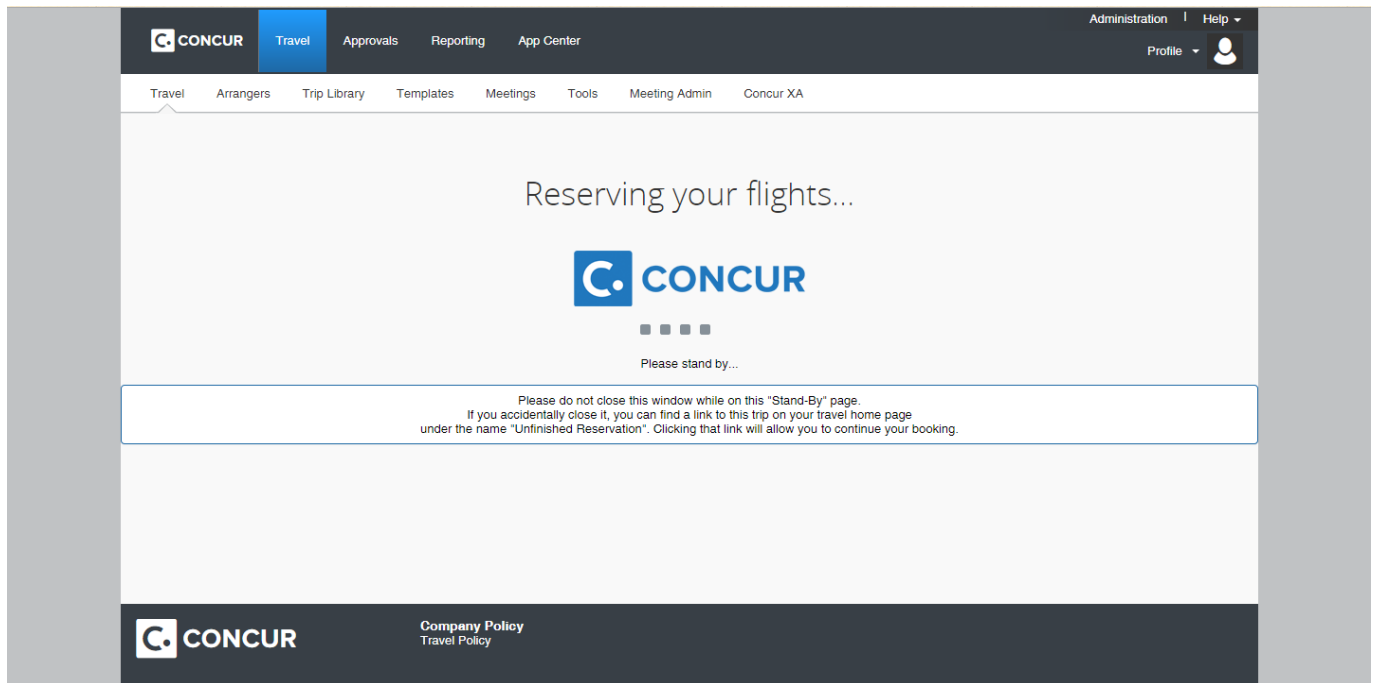
**SEAT ASSIGNMENT**  
Seats will be automatically selected based on your profile preferences and can be changed on the Travel Details pages or any time after booking is complete. [View seatmap](#)

**SELECT A METHOD OF PAYMENT**  
How would you like to pay?  
Demo Credit Card (...1111) [Edit](#) [Add credit card](#)  
\* Indicates credit card is a company card

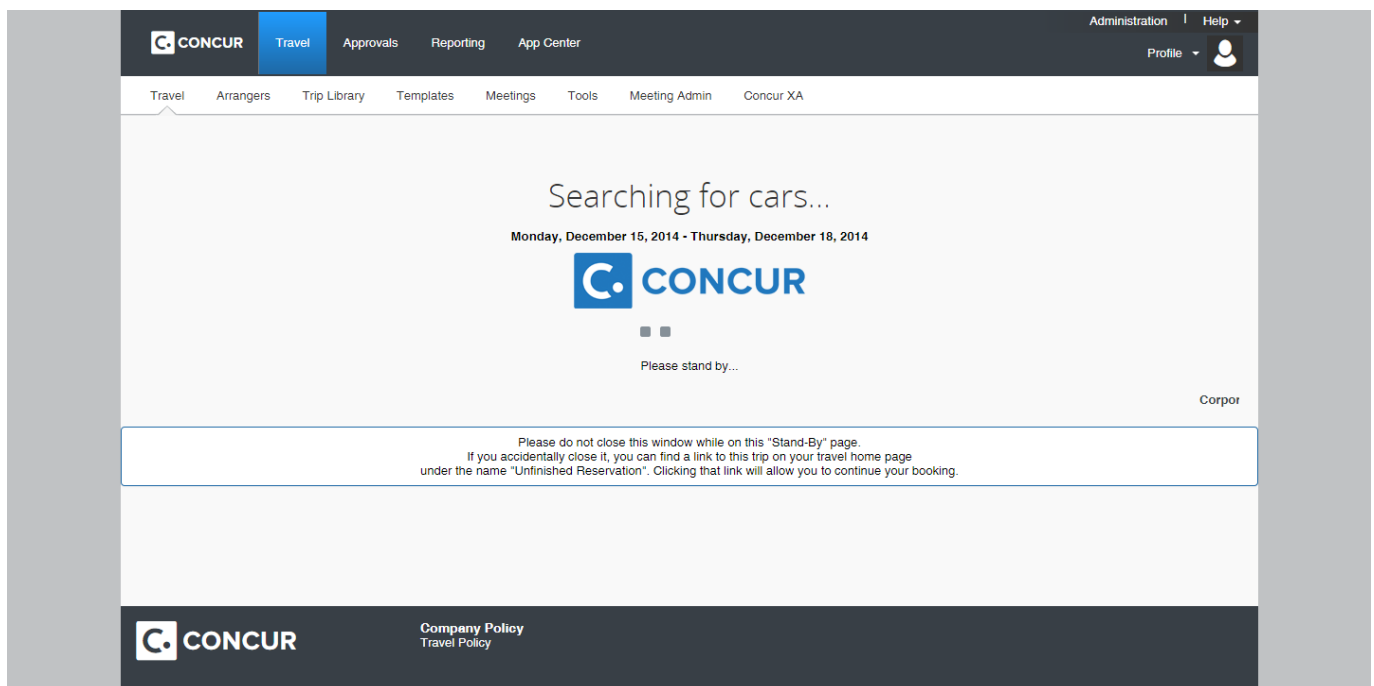
**ACCEPT FARE RULES AND RESTRICTIONS**  
**This is a Non-Refundable Ticket**  
NEW INFORMATION - PLEASE READ \*\*\*\*\* Delta has expanded BASIC ECONOMY (E Class Fare) which means that some fares on Delta are COMPLETELY NON-REFUNDABLE & NON-CHANGEABLE. If you book Basic Economy and you can't take your trip as booked, you will LOSE ALL VALUE OF THE TICKET! \*\*\*\*\* Please check the rules of your fare PRIOR to purchasing your ticket. Customers holding Normal NON-REFUNDABLE type tickets may cancel their journey, and reuse these tickets to any destination in the carriers system. Rules and restrictions vary by airline. Please contact the Travel One for verification. Reservations MUST be cancelled by Travel One, please contact them at the phone number on your itinerary or our direct office numbers of 952-854-2551 or 1-800-245-1111.  
Please note that the most restrictive set of rules below applies to your entire itinerary.  
Click Fare to view Rules [Minneapolis/St. Paul - Denver] [Denver - Minneapolis/St. Paul]  
**DELTA** Minneapolis/St. Paul - Denver  
Fare Basis Code: VA14B3SA  
From MSP (Minneapolis/St. Paul, MN, US)  
Back Reserve Flight and Continue

## Making A Reservation – Reserving Flight:

Concur is reserving your flight selection...



Since our initial inquiry indicated a car rental is needed, Concur will automatically search for a car rental with pick-up and drop-off times based on your requested flight times.



## Making A Reservation – Car Rental Options:

A grid of available car sizes, including the car rental company is displayed...along with the rental rate.

Area for customized text (i.e., don't take insurance, etc.)

You can narrow your search by clicking on the car size (column) or the specific company (row).

PRINT/EMAIL – to send options to someone for review.

To add Guest Traveler frequent renter program.

To edit your car search without starting over.

You can change the view by indicating the sort order.

Based on your company's policy, Concur will display the rentals that are available and most compliant.

Note whether rental car has unlimited miles, pick-up at Terminal or off-site, etc.

Click SELECT to book the option you prefer.

**Concur Travel** | Administration | Help

Travel | Arrangers | Trip Library | Templates | Meetings | Tools | Meeting Admin | Concur XA

### Trip Summary

**Flights Reserved**  
Round Trip  
MSP - DEN  
Outbound: Mon, 12/15/2014  
Return: Thu, 12/18/2014

**Select a Car**  
Days: 3  
Den - Terminal  
Pick-up: Mon, 12/15/2014  
Drop-off: Thu, 12/18/2014

**Select a Hotel** Remove  
Nights: 3  
Denver, CO  
Check-in: Mon, 12/15/2014  
Check-out: Thu, 12/18/2014

**Finalize Trip**

**Total Estimated Cost**  
Air USD 197.20  
Total USD 197.20

**Car booking options**  
Use the following Car Program:   
+ Add car Mileage Program

**Change Car Search**  
Pick-up date: 12/15/2014 07:22 am  
Drop-off date: 12/18/2014 04:00 pm  
Pick-up car at: Airport Terminal Off-Airport  
Please enter an airport: DEN - Denver Intl Apt - Denver, CO  
☐ Return car to another location  
More Search Options

**Car Display Filters**  
☐ Unlimited miles  
☐ Air conditioning  
☐ Hybrid  
**Car Transmission**  
☐ Automatic  
☐ Manual

We can customize information in this area in two different ways - See Examples below.  
When renting cars in the USA "Do Not" take any additional insurance - all employees are covered by XXXX.  
If renting internationally you should take the car insurance as you are NOT covered by XXXX internationally.

You should purchase car insurance for an International Car Rental  
You should NOT purchase car insurance for an Domestic Car Rental

Pick up: (DEN) on Mon, Dec 15 07:22 AM  
Return: Thu, Dec 18 04:00 PM

Print / Email

	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Full-size SUV
All 77 results						
Enterprise	27.73	29.65	31.65	33.61	34.59	79.67
Avis	33.75	53.75	53.75	56.38	59.52	--
Hertz	83.50	57.50	58.50	59.50	60.50	--
Budget	76.09	77.80	80.37	85.50	89.77	433.20
AVIS	85.50	87.40	90.25	95.00	99.75	166.61
Hertz	92.69	92.69	95.53	--	--	--
Enterprise	43.65	44.62	45.59	49.47	50.44	--
E-Z	45.00	46.00	47.00	51.00	52.00	81.00
Enterprise	50.87	50.87	50.87	53.35	56.31	--
Thrifty	50.87	50.87	50.87	53.35	56.31	--
Enterprise	50.91	50.91	51.91	54.49	57.51	--
ADVANTAGE	61.44	61.44	69.05	75.78	76.78	--
Enterprise	--	--	89.00	89.00	89.00	--

Displaying: 16 out of 77 results

Sorted By: Policy - Most Compliant

**Intermediate Car (Worldspan)** E-Receipt Enabled more info Enterprise

\$31.65 per day  
(Corporate rate)  
Unlimited miles  
Pick-up: Terminal: DEN  
Automatic transmission  
Total cost \$177.05

**Intermediate Car (Worldspan)** E-Receipt Enabled more info Avis

\$53.75 per day  
(Corporate rate)  
Unlimited miles  
Pick-up: Terminal: DEN  
Automatic transmission  
Total cost \$288.27

**Intermediate Car (Worldspan)** E-Receipt Enabled more info Enterprise

\$58.50 per day  
(Corporate rate)  
Unlimited miles  
Pick-up: Terminal: DEN  
Automatic transmission  
Total cost \$312.19

**Intermediate Car (Worldspan)** more info Thrifty

\$50.87 per day  
Unlimited miles  
Pick-up: Terminal: DEN  
Automatic transmission  
Total cost \$276.63

**Intermediate Car (Worldspan)** more info Firefly

\$51.91 per day  
Unlimited miles  
Pick-up: Terminal: DEN  
Automatic transmission  
Total cost \$282.45

Displaying: 16 out of 77 results

Total cost: Rates and total cost do not include charges for optional services such as fuel and insurance waivers. These and any additional fees or surcharges may be applied at the time of rental. Any currency conversion is based on the exchange rate for that day. The final price at the time of rental may be different.

Skip Car Cancel

**CONCUR** Company Policy Travel Policy

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Last logged in: 10/23/2014 11:16 AM

## Making A Reservation – Review and Reserve Car:

Once you select your Rental Car, you will Review and Reserve the car.

Adjust rental car preferences, driver information and/or loyalty programs.

**CONCUR** Travel Approvals Reporting App Center Administration Help Profile

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Concur XA

**Trip Summary**

- Flights Reserved**  
Round Trip  
MSP - DEN  
Outbound: Mon, 12/15/2014  
Return: Thu, 12/18/2014
- Car Selected**  
Days: 3  
DEN - Terminal  
Pick-up: Mon, 12/15/2014  
Drop-off: Thu, 12/18/2014
- Select a Hotel** Remove  
Nights: 3  
Denver, CO  
Check-in: Mon, 12/15/2014  
Check-out: Thu, 12/18/2014
- Finalize Trip**

### Review and Reserve Car

#### REVIEW RENTAL CAR

Enterprise Car Rental [Location details](#)

Type	Pick-up	Drop-off
Intermediate Car	Airport Terminal	Airport Terminal
Features	DEN: Denver 07:22 am Mon, 12/15/2014	DEN: Denver 04:00 pm Thu, 12/18/2014

#### PROVIDE RENTAL CAR PREFERENCES

Your preferences and comments will be passed to the rental car agency.

Comments (30 character max)  
 ☐ Include in-car GPS system

#### ENTER DRIVER INFORMATION

Ensure the name below matches the I.D. you have with you on the day of pick-up. ⓘ

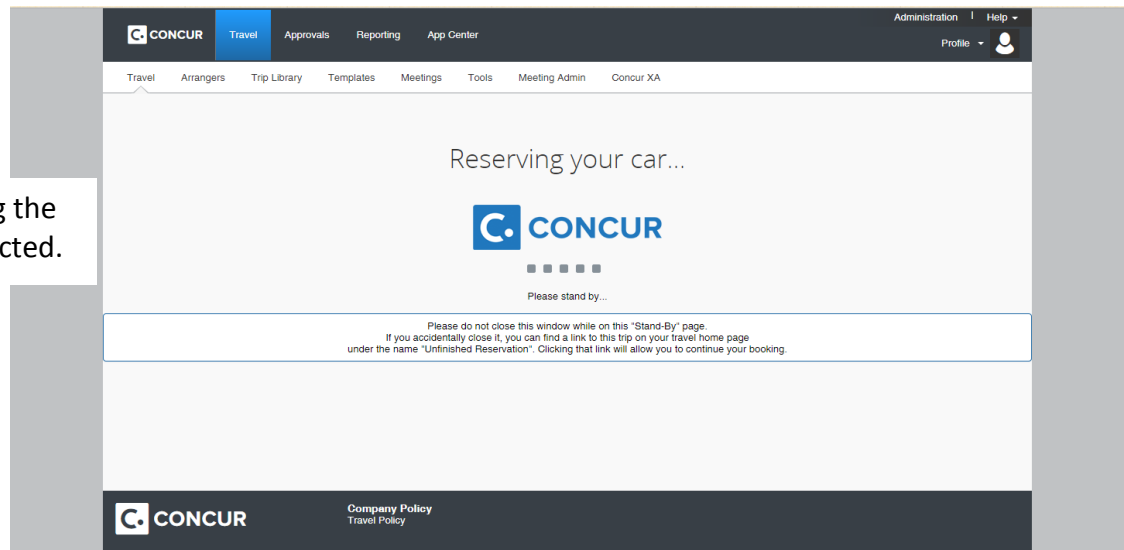
**DRIVER** [Edit | Review all](#)

Name: WILLIAM Jackie NEVER Phone: 952-854-2551

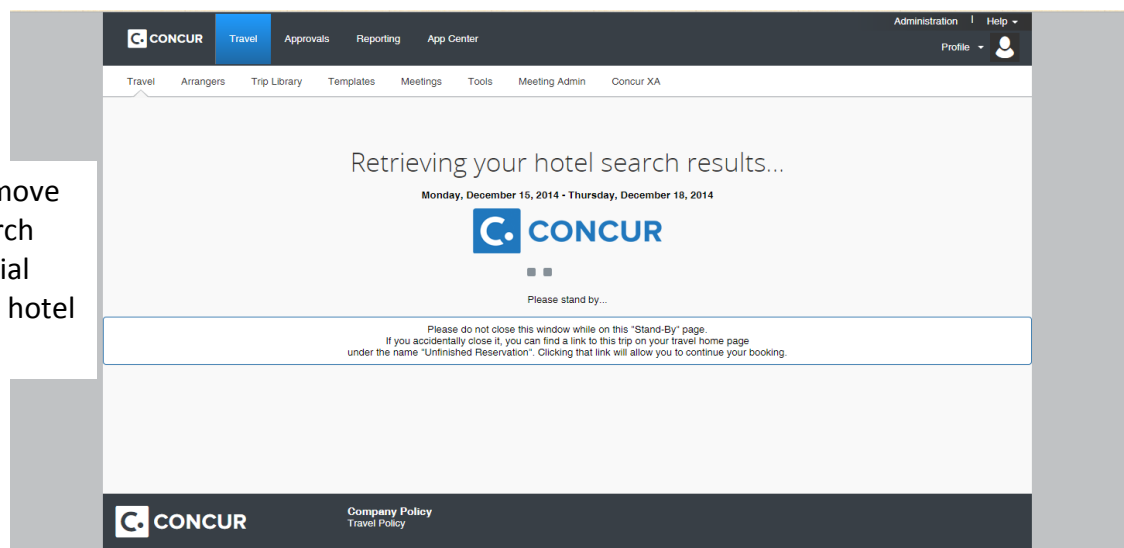
Rental Car Agency Program

[Back](#) [Reserve Car and Continue](#)

Concur is reserving the rental car you selected.



Next, Concur will move into the Hotel Search area, since our initial inquiry indicated a hotel is needed.



## Making A Reservation – Hotel Search & Options:

Concur will show a map of the area, based on your search criteria.

Print/Email option



Click a specific hotel for property details.

Type hotel name in WITH NAMES CONTAINING box to help search

Change the SORT BY field to view different option.

Or simply scroll down to view the hotel list...

Here you can change the:

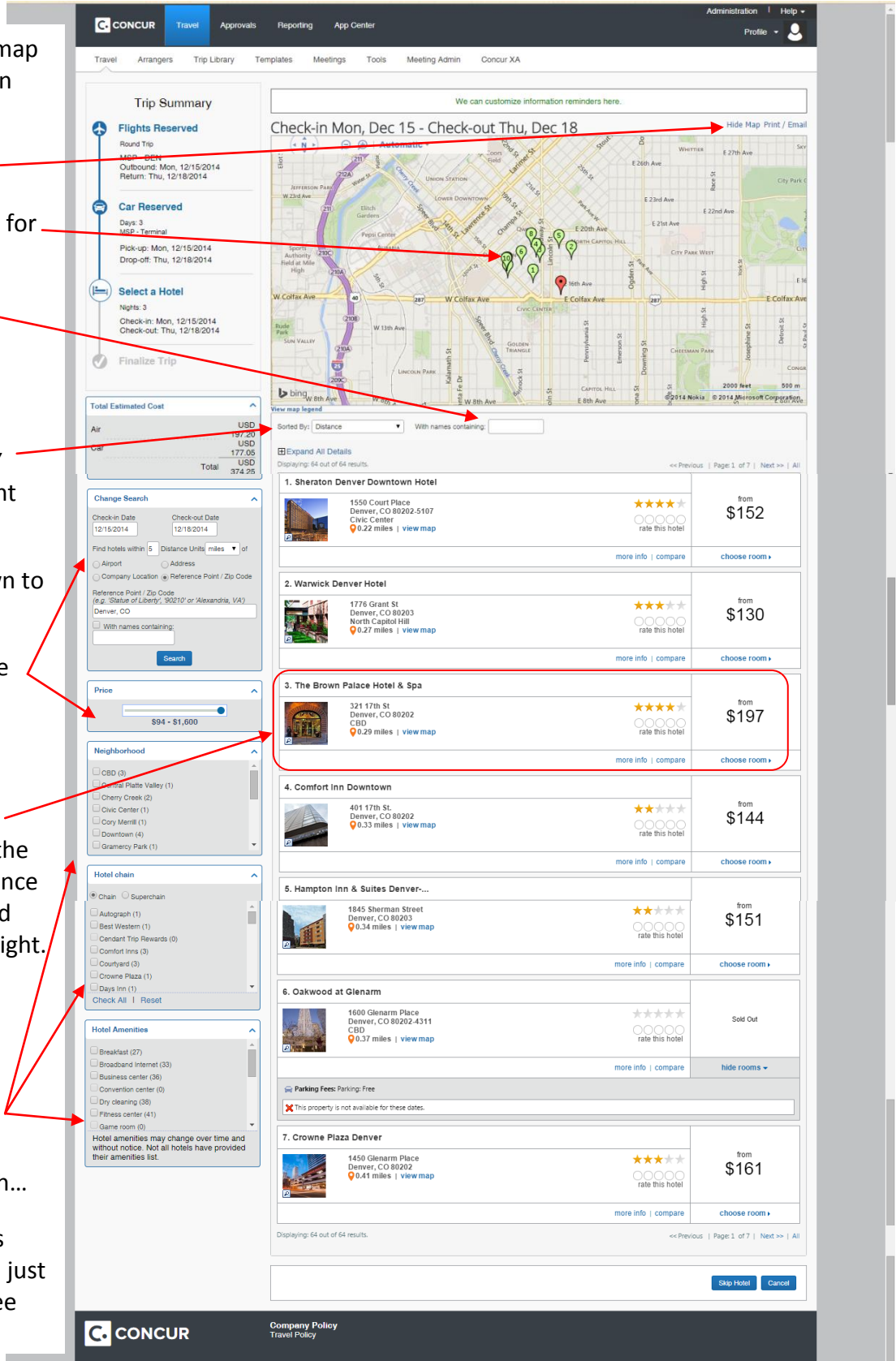
-  Search
-  Price

Here you can see a photo of the hotel, the star rating, the distance from the airport, and the rate range per night.

Click MORE INFO to learn more about a specific property.

Click any of these to change your hotel options in the search...

If the search options become too limited, just unclick options to see more hotels.



The screenshot displays the Concur Travel interface. On the left, a sidebar contains search filters: Trip Summary (Flights Reserved, Car Reserved, Select a Hotel, Finalize Trip), Total Estimated Cost (Air: \$157.20, Car: \$177.06, Total: \$374.26), Change Search (Check-in/Check-out dates, Find hotels within 5 miles, Reference Point/Zip Code, With names containing), Price (\$94 - \$1,600), Neighborhood (CBD, Cherry Creek, etc.), Hotel chain (Autograph, Best Western, etc.), and Hotel Amenities (Breakfast, Broadband internet, etc.). The main content area shows a map of Denver, CO, with a search bar and a list of hotels. The search bar includes a 'With names containing' field. The hotel list displays 7 results, each with a photo, name, address, star rating, distance from the airport, and rate range. The third hotel, 'The Brown Palace Hotel & Spa', is highlighted with a red box. The bottom of the page shows navigation links and a 'Skip Hotel' button.

Hotel Name	Address	Star Rating	Distance from Airport	Rate Range
1. Sheraton Denver Downtown Hotel	1550 Court Place, Denver, CO 80202-5107	4.5 stars	0.22 miles	from \$152
2. Warwick Denver Hotel	1776 Grant St, Denver, CO 80203	4.5 stars	0.27 miles	from \$130
3. The Brown Palace Hotel & Spa	321 17th St, Denver, CO 80202	4.5 stars	0.29 miles	from \$197
4. Comfort Inn Downtown	401 17th St, Denver, CO 80202	3.5 stars	0.33 miles	from \$144
5. Hampton Inn & Suites Denver...	1845 Sherman Street, Denver, CO 80203	3.5 stars	0.34 miles	from \$151
6. Oakwood at Glenarm	1600 Glenarm Place, Denver, CO 80202-4311	4.5 stars	0.37 miles	Sold Out
7. Crowne Plaza Denver	1450 Glenarm Place, Denver, CO 80202	4.5 stars	0.41 miles	from \$161

## Making A Reservation – Hotel Options and Review & Reserve Hotel:

When you click VIEW RATES/CHOOSE ROOM, you can view the hotel amenities along with the specific rate tied to a room type or category.

Select the rate/room type you prefer.

Click RATE DETAILS / CANCELLATION POLICY for additional hotel rules.

Then click RESERVE to book the option you prefer.

Once you select your hotel, you will Review and Reserve the hotel.

Enter Special Requests here.

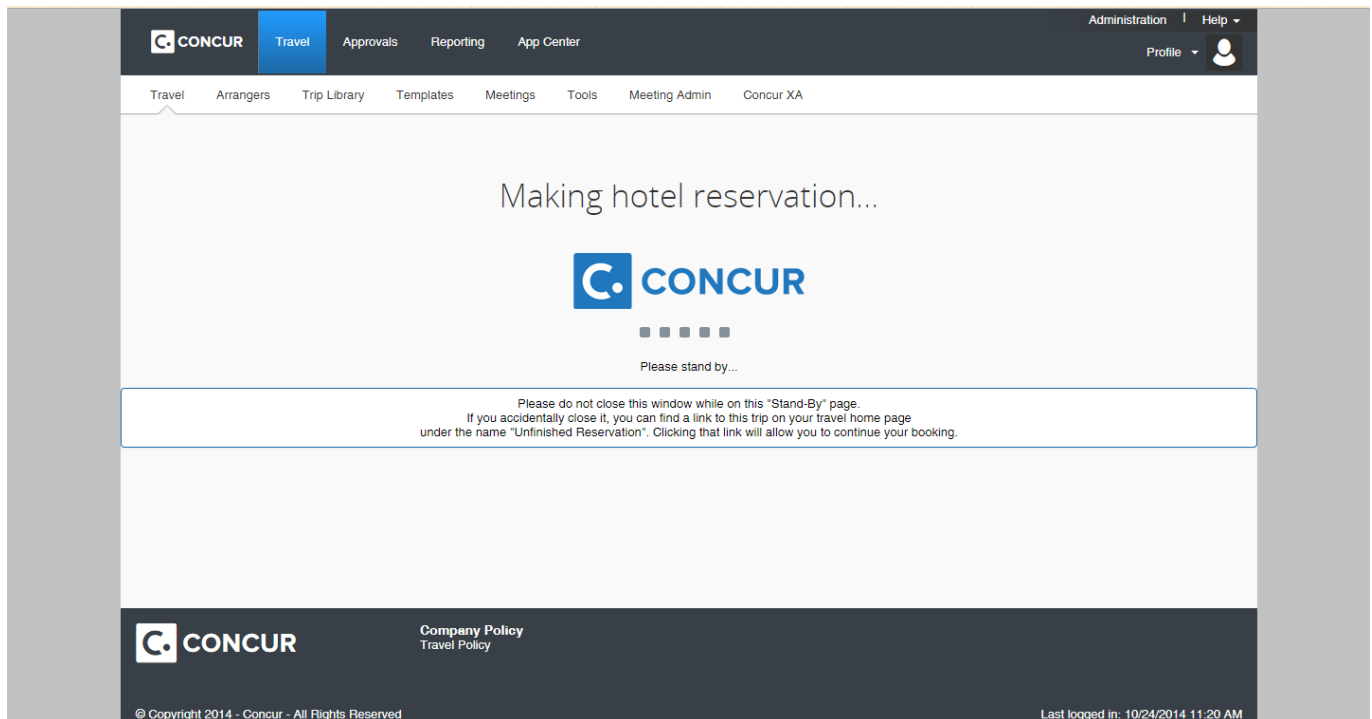
Adjust hotel loyalty number here.

Adjust Form of Payment here.

You must v to indicate you have read and agree to the rate detail and cancellation policy.

Click CANCEL if you don't want to book the room, or RESERVE ROOM AND CONTINUE to process the reservation.

## Making A Reservation – Review & Reserve Hotel:





## Policy Rules / Violations:

If your company has policy programmed into Concur, you may see green, yellow, or red RESERVE buttons. These may be for air, car and / or hotel selections.

**Green** = policy compliant

**Yellow** = choosing this option will send an email to the Travel Manager / your Manager.

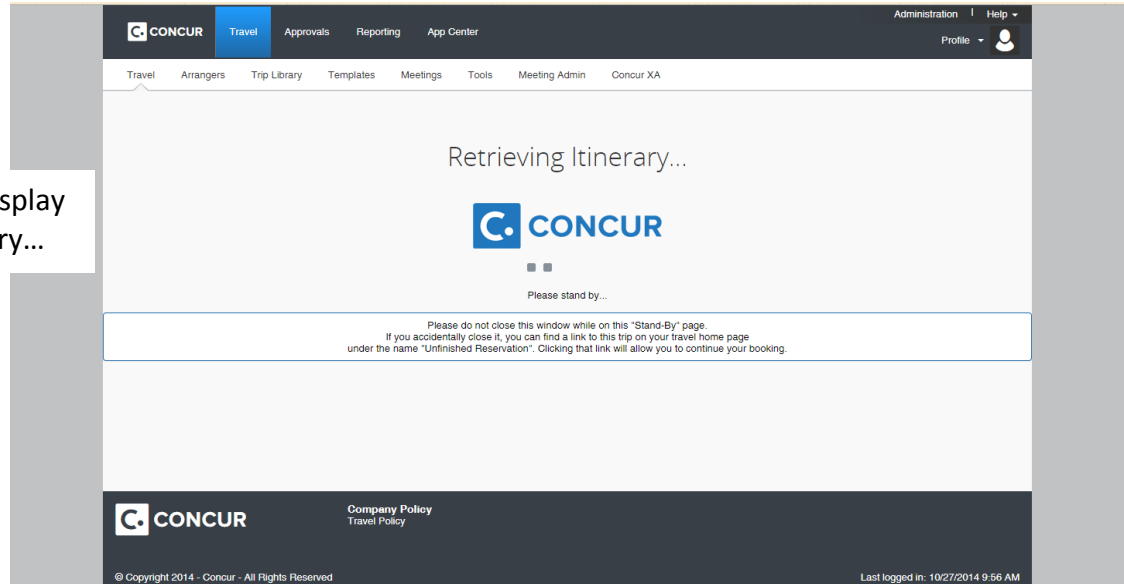
**Red** = choosing this option will require approval from the Travel Manager / your

Once you choose a Yellow or Red option, this TRAVEL RULE VIOLATION pop-up will appear. Choose a reason from the drop-down menu, offer additional explanation in the free-form box – then click on the SAVE button to proceed with the rest of your reservation.



## Retrieving Itinerary & Travel Details:

Concur will now display your whole itinerary...



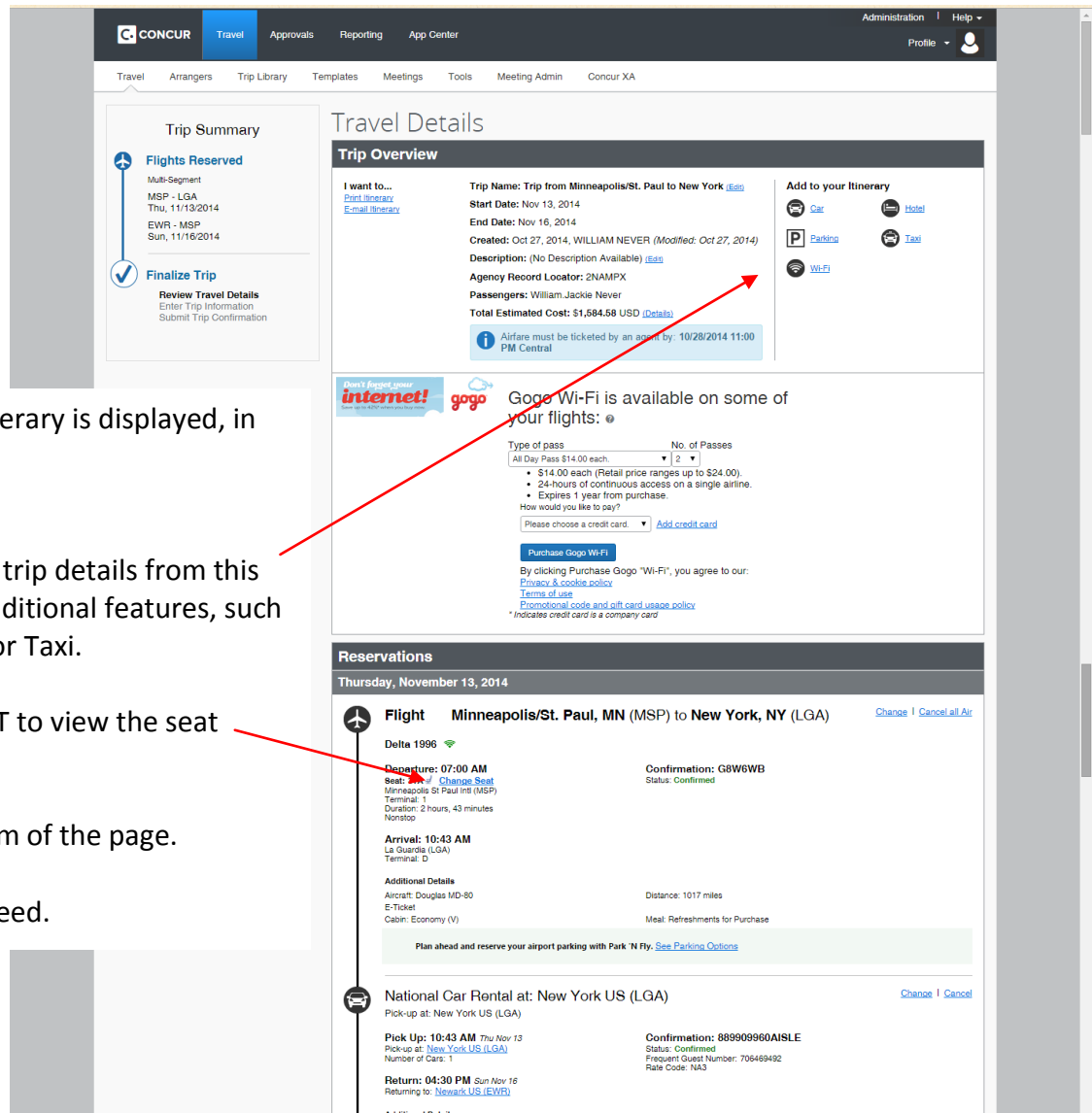
Your complete itinerary is displayed, in sequential order.

You may edit your trip details from this display and add additional features, such as Parking, Wi-Fi, or Taxi.

Click CHANGE SEAT to view the seat map...

Scroll to the bottom of the page.

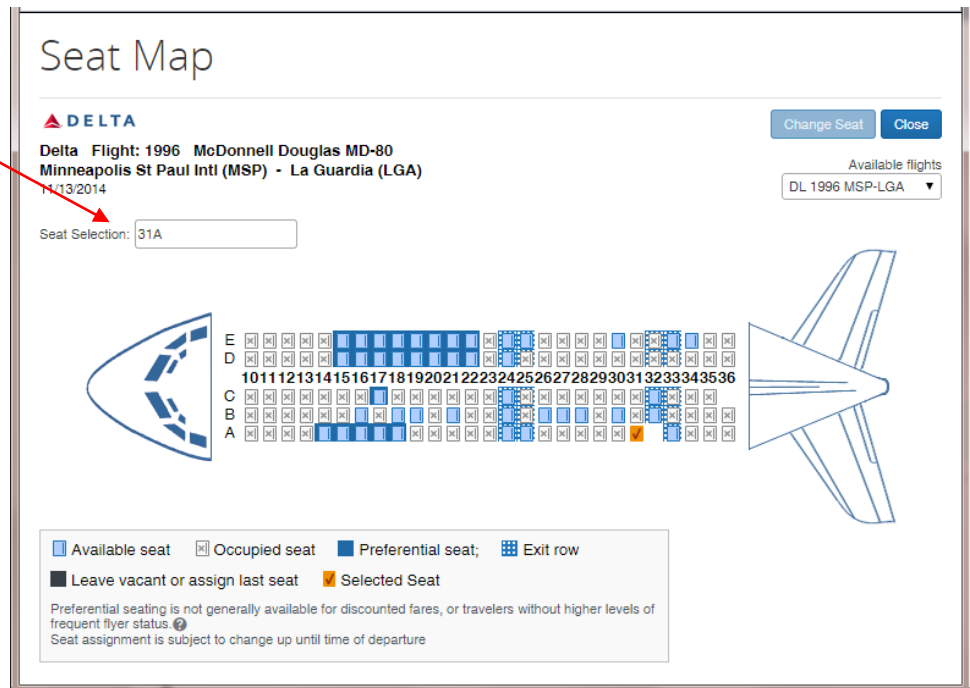
Click NEXT to proceed.



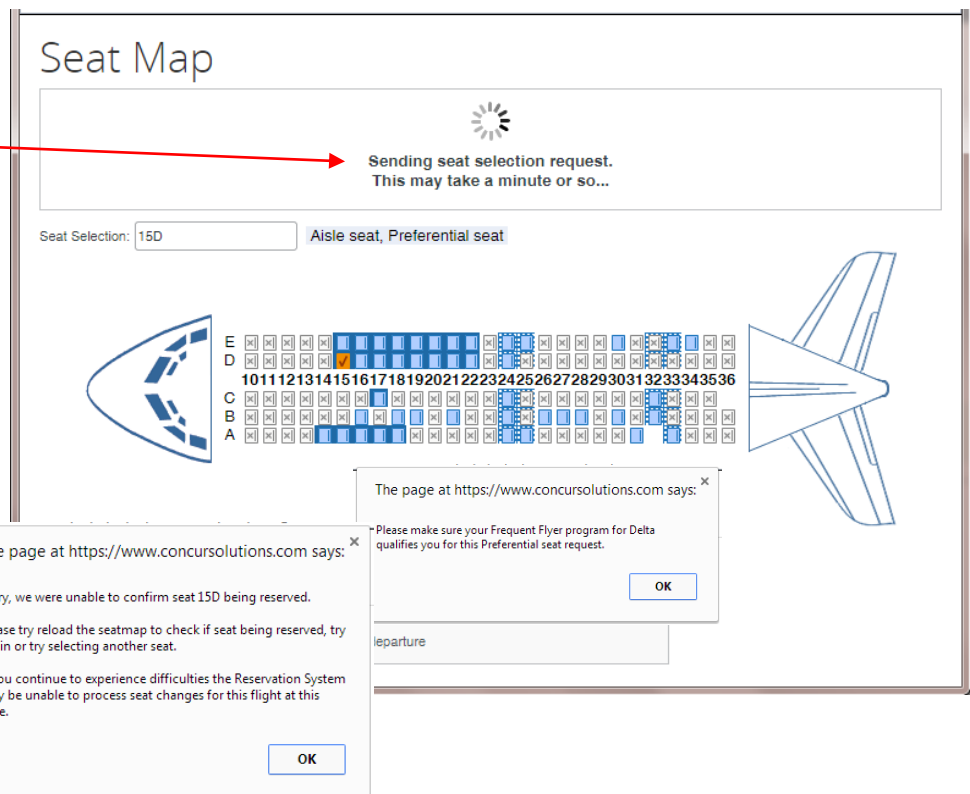
## Airline Seat Map:

You can add or change your seat preference, based on your airline frequent flyer status.

This indicates the seat you currently have selected.



The system may take a moment to confirm your seat selection.



## Air Only Trips:

If you intentionally book an air only trip, the system will remind you that you have not booked car or hotel reservations.

Make your choice from the drop-down menu to proceed. You can also add the hotel information from an outside source.

Delta 2008

Departure: 05:50 PM  
Seat: 22A [Change Seat](#)  
Denver Int'l Arpt (DEN)  
Duration: 1 hour, 57 minutes  
Nonstop

Arrival: 08:47 PM  
Minneapolis St Paul Int'l (MSP)  
Terminal: 1

Additional Details  
Aircraft: Douglas MD-90  
E-Ticket  
Cabin: Economy (V)

Confirmation: H7GSWM  
Status: Confirmed

Distance: 679 miles

+

ATTENTION!

?

Your trip has an overnight stay without a hotel reservation.  
Please select an option below to let us know where you will be staying.

I will book a hotel now

I will book a hotel later

I booked a hotel outside of Concur (such as a conference hotel)

I will not be staying at a hotel on this trip

OK

Total

Air

Tax

Total

\$162.66 USD

\$39.64 USD

\$192.20 USD

[View Fare Rules](#)

TICKETS

UNTIL TICKETS ARE ISSUED.

Thank you for using Travel One

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Next >>

Cancel

CONCUR

Company Policy  
Travel Policy

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Last logged in: 10/27/2014 3:49 PM

## Trip Booking Information: Adding Comments – Convention Rate:

Sometimes, you will want to send a note to Travel One, advising of a special request pertaining to this trip. Below are some common examples.

- ➔ **NOTE:** Please simplify your comments and abbreviate when possible. *Concur will not send messages if they are longer than 64 characters.*

### Convention Rate:

The screenshot shows the Concur Travel Booking Information page. The 'Trip Summary' on the left includes 'Flights Reserved' (Round Trip, MSP - DEN, Outbound: Mon, 12/08/2014, Return: Wed, 12/10/2014) and 'Finalize Trip' (Review Travel Details, Enter Trip Information, Submit Trip Confirmation). The main 'Trip Booking Information' section has a 'Trip Name' field (Trip from Minneapolis-St. Paul to Denver), a 'Trip Description' field (Used to identify the trip purpose), and a 'Comments for the Travel Agent (optional)' field. The 'Comments' field is highlighted with a red box and contains the text: 'Please add convention hotel-ABC Hotel in XYZ city. Convention name: XX Emporium, call 123-456-7890 rate is \$100 per night'. Below the comments field is a 'Customized Reporting Field [Required]' dropdown. At the bottom, there is a note about reservation cancellation and buttons for 'Display Trip', 'Hold Trip', '<< Previous', 'Next >>', and 'Cancel'.

If you need to book a convention hotel, the agency will need the following information added to the “Comments for the Travel Agents” area:

- ➔ Convention hotel name
- ➔ Name of the convention/conference
- ➔ Contact phone number for the negotiated rate
- ➔ The rate that should be asked for – often there are multiple meeting rates at any given time.

## Trip Booking Information: Adding Comments – Car Coupon:

### Car Coupon:

### Trip Booking Information

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

**Trip Name**  
This will appear in your upcoming trip list.

**Trip Description (optional)**  
Used to identify the trip purpose

**Comments for the Travel Agent (optional)**  
Special Requests may incur a higher service fee.

**Customized Reporting Field [Required]**

You may HOLD this reservation until: 10/29/2014 11:00 pm Central

If you would like to rental car coupon applied to a car reservation, the agency will need the following information added to the “Comments for the Travel Agents” area:

- ➡ Which car company the coupon is for
- ➡ What type of coupon is it (i.e., free day/week, one car category upgrade, etc.)
- ➡ Coupon number(s). Note: if you are using more than one coupon for a single rental you must enter ALL of the coupon numbers applicable.

### Special Car Equipment:

### Trip Booking Information

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

**Trip Name**  
This will appear in your upcoming trip list.

**Trip Description (optional)**  
Used to identify the trip purpose

**Comments for the Travel Agent (optional)**  
Special Requests may incur a higher service fee.

**Customized Reporting Field [Required]**

You may HOLD this reservation until: 10/29/2014 11:00 pm Central

If you would like special equipment noted in a car reservation, the agency will need the following information added to the “Comments for the Travel Agents” area:

- ➡ If a child car seat is needed, please indicate whether it is for an infant (rear facing or front facing) or for a toddler/child booster seat.
- ➡ If hand controls are needed, please indicate if the hand control should be on the left or the right.
- ➡ Navigation equipment
- ➡ Other special needs.

## Trip Booking Information: Adding Comments – Special Equipment:

### Car or Hotel Direct-Bill:

**Trip Booking Information**

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

<b>Trip Name</b> This will appear in your upcoming trip list. Trip from Minneapolis/St. Paul to Denver	<b>Trip Description (optional)</b> Used to identify the trip purpose
--	---

**Comments for the Travel Agent (optional)**  
Special Requests may incur a higher service fee.  
ABC car direct bill-please add in the ID number  
ABC hotel direct bill-please add in the direct bill number

Customized Reporting Field [Required]

You may HOLD this reservation until: 10/29/2014 11:00 pm Central

If you are requesting direct bill for either a car or hotel reservation, the agency will need the following information added to the “Comments for the Travel Agents” area:

- ➡ Car rental – enter the ID number that applies for the car rental direct bill.
- ➡ Hotel – enter the hotel’s Direct Bill number for the room to be charged to.

### Travel With A Companion:

**Trip Booking Information**

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

<b>Trip Name</b> This will appear in your upcoming trip list. Trip from Minneapolis/St. Paul to Denver	<b>Trip Description (optional)</b> Used to identify the trip purpose
--	---

**Comments for the Travel Agent (optional)**  
Special Requests may incur a higher service fee.  
Companion travel-same flights. Jane Doe DOB 12/12/68. Please call me for Form of Payment.

Customized Reporting Field [Required]

You may HOLD this reservation until: 10/29/2014 11:00 pm Central

If you are adding a companion to your business trip, the agency will need the following information added to the “Comments for the Travel Agents” area:

- ➡ Each traveler’s FULL name (first, middle & last)
- ➡ Each traveler’s date of birth (mm/dd/yy)
- ➡ The form of payment, including the card type, card number, expiration date, and security code.

## Trip Booking Information: Enter Reporting Requirements (if applicable):

If your company requires, you may be asked to enter reporting information (i.e., billable/non-billable, job numbers, client names, etc.). The data field may be a free-form box or a drop-down list depending on how the programming is for your company.

The screenshot displays the Concur Travel interface. On the left, the 'Trip Summary' sidebar shows the 'Finalize Trip' step as the current action, with a red arrow pointing to the 'Customized Reporting Field [Required]' dropdown in the main 'Trip Booking Information' section. The dropdown menu is open, showing options: 'Meeting 1', 'abc meeting', and 'xyz meeting'. The main section contains fields for 'Trip Name', 'Trip Description (optional)', and 'Comments for the Travel Agent (optional)'. A note at the bottom states: 'Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.' Navigation buttons at the bottom include 'Display Trip', 'Hold Trip', '<< Previous', 'Next >>', and 'Cancel'.

**CONCUR** Travel Approvals Reporting App Center Administration Help

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Concur XA Profile

**Trip Summary**

**Flights Reserved**  
Round Trip  
MSP - DEN  
Outbound: Mon, 12/08/2014  
Return: Wed, 12/10/2014

**Finalize Trip**  
✓ Review Travel Details  
**Enter Trip Information**  
Submit Trip Confirmation

**Trip Booking Information**

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

**Trip Name**  
This will appear in your upcoming trip list.  
Trip from Minneapolis/St. Paul to Denver

**Trip Description (optional)**  
Used to identify the trip purpose

**Comments for the Travel Agent (optional)**  
Special Requests may incur a higher service fee.

**Customized Reporting Field [Required]**  
Meeting 1  
abc meeting  
xyz meeting

Reservation until: 10/29/2014 11:00 pm Central

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled.  
Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip Hold Trip << Previous Next >> Cancel

## Hold Your Trip:

If you are not quite ready to have this reservation ticketed, you may “Hold” the trip from the Trip Booking Information screen.

**Note:** Air fares are not guaranteed until the reservation is ticketed.

**CONCUR** Travel Approvals Reporting App Center Administration Help

Profile

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Concur XA

### Trip Summary

**Flights Reserved**

Round Trip  
MSP - DEN  
Outbound: Mon, 12/08/2014  
Return: Wed, 12/10/2014

**Finalize Trip**

✓ Review Travel Details  
**Enter Trip Information**  
Submit Trip Confirmation

### Trip Booking Information

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

**Trip Name**  
This will appear in your upcoming trip list.  
Trip from Minneapolis/St. Paul to Denver

**Trip Description (optional)**  
Used to identify the trip purpose

**Comments for the Travel Agent (optional)**  
Special Requests may incur a higher service fee.

Customized Reporting Field [Required]

You may HOLD this reservation until: 10/29/2014 11:00 pm Central

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled.  
Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Trip Hold Trip << Previous Next >> Cancel

To place a reservation on hold, select the HOLD TRIP button.

Otherwise, click the NEXT button.



## Trip Confirmation:

**Trip Confirmation**

To COMPLETE BOOKING, please press the "Purchase Ticket" Button after reviewing this page.  
To CANCEL, press the Cancel button.

**Trip Overview**

Trip Name: Trip from Minneapolis/St. Paul to Denver  
Start Date: Dec 8, 2014  
End Date: Dec 10, 2014  
Created: Oct 28, 2014, WILLIAM NEVER (Modified: Oct 28, 2014)  
Description: (No Description Available)  
Agency Record Locator: MP8S2U  
Passengers: William Jackie Never  
Total Estimated Cost: \$192.20 USD

Airfare must be ticketed by an agent by: 10/29/2014 11:00 PM Central

**Reservations**

Monday, December 8, 2014

**Flight** Minneapolis/St. Paul, MN (MSP) to Denver, CO (DEN)

Delta 3389  
OPERATED BY ENDEAVOR AIR DBA DELTA CONNECTION

Departure: 07:25 AM  
Seat: 09A  
Minneapolis St Paul Intl (MSP)  
Terminal: 1  
Duration: 2 hours, 14 minutes  
Nonstop

Arrival: 08:39 AM  
Denver Intl Arpt (DEN)

Additional Details  
Aircraft: Canadair 900  
E-Ticket  
Cabin: Economy (V)

Confirmation: H7GSWM  
Status: Confirmed

Distance: 679 miles

Wednesday, December 10, 2014

**Flight** Denver, CO (DEN) to Minneapolis/St. Paul, MN (MSP)

Delta 2008

Departure: 05:50 PM  
Seat: 22A  
Denver Intl Arpt (DEN)  
Duration: 1 hour, 57 minutes  
Nonstop

Arrival: 08:47 PM  
Minneapolis St Paul Intl (MSP)  
Terminal: 1

Additional Details  
Aircraft: Douglas MD-90  
E-Ticket  
Cabin: Economy (V)

Confirmation: H7GSWM  
Status: Confirmed

Distance: 679 miles

**Total Estimated Cost**

Air	Airfare quoted amount:	\$162.96 USD
	Taxes and fees:	\$39.64 USD
	Total Estimated Cost:	\$192.20 USD

[View Fare Rules](#)

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.  
Thank you for using Travel One

Almost done... Please confirm this itinerary.

[Display Trip](#) [<< Previous](#) [Purchase Tickets>>](#) [Cancel](#)

**CONCUR** Company Policy  
Travel Policy

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Last logged in: 10/27/2014 3:49 PM

The Trip Confirmation screen will recap everything you've requested and provide a Trip Record Locator, which is your flight reservation confirmation.

The top of the screen shows that your booking is confirmed.

**Note:** Air fares are not guaranteed until the reservation is ticketed. To have the reservation ticketed, scroll down to the bottom...

After reviewing your complete itinerary and adding all the comments, select the PURCHASE TICKET button at the bottom of the Trip Confirmation page.

**Note:** If approval is required for this reservation, this button will say CONFIRM TICKET.

## Finished!:

You will know your entire trip is reserved and your airline ticket has been sent to be issued when you see the FINISHED! notice at the top of the screen!

The cancel and change rules for all portions of your trip are now applicable.

The screenshot shows the Concur Travel interface. At the top, there's a navigation bar with 'CONCUR' and 'Travel' highlighted. Below it, a secondary navigation bar lists various options like 'Arrangers', 'Trip Library', etc. The main content area is titled 'Finished!' and includes a 'Trip Summary' sidebar with a 'Finished!' status. The main text area confirms the booking and provides a 'Trip Record Locator : MP8S2U'. It also includes a 'Please Note' section about fare guarantees and a 'Travel Contact Information' section. Below this is a 'Trip Overview' section with details like 'Trip Name: Trip from Minneapolis/St. Paul to Denver', 'Start Date: Dec 8, 2014', 'End Date: Dec 10, 2014', 'Created: Oct 28, 2014, WILLIAM NEVER (Modified: Oct 28, 2014)', 'Description: (No Description Available)', 'Agency Record Locator: MP8S2U', 'Passengers: William.Jackie Never', and 'Total Estimated Cost: \$192.20 USD'. The bottom section is titled 'Reservations' and shows a flight reservation for 'Monday, December 8, 2014' from 'Minneapolis/St. Paul, MN (MSP) to Denver, CO (DEN)' on 'Delta 3389'.

**Note:** Your trip now has a RECORD LOCATOR but not a ticket number. Your reservation is **not** ticketed yet – it has to go through the approval process (if applicable) and pass through Travel One’s Quality Control before ticketing. Once ticketed, you will receive a completed itinerary from Travel One with the ticket number.

Click on RETURN TO TRAVEL CENTER at bottom of page to return to the homepage.

## Return To Homepage / Travel Center:

### Home View:

You can access your UPCOMING TRIPS either by click on the VIEW TRIPS link on the top at-a-glance area, or in the MY TRIPS section.

Home View: https://www.concursolutions.com/home.asp

Navigation: Home, Travel, Approvals, Reporting, App Center, Take a Tour

User: Hello, WILLIAM

Top Right: 00 Required Approvals, 02 View Trips

TRIP SEARCH

Booking for myself | Book for a guest

Customized Messages Can Be Added Here.

Round Trip | One Way | Multi-Segment

Departure City: MSP - Minneapolis St Paul Intl - Minneapolis, MN

Arrival City: Find an airport | Select multiple airports

Departure: depart 09:00 am ± 3

Return: depart 05:00 pm ± 3

Search flights by: Price | Schedule

Flights w/ no double connections

Search

ALERTS

You haven't signed up to receive e-receipts. Sign up here

You have unused tickets

Welcome back, Administrator.

95 DAYS remain until the Enhanced UI.

Preview Settings

COMPANY NOTES

This area is customized with Travel One, Inc. Information as well as your Company Information.

Welcome~

Concur Travel Quick Reference Guide: click here

Concur Travel User Manual: click here

Read more

MY TASKS

00 Required Approvals

Great! You currently have no approvals.

MY TRIPS (2)

DEC 08-10 Trip from Minneapolis/St. Paul to Denver

JAN 14-15 Car/Hotel Reservation - Minneapolis/St. Paul

FACTS & STATS

Did you know?

Having your home country's embassy number programmed in your phone can help in case of an emergency abroad.

Did you know?

If you don't have a garment bag, you can roll your blazer and put it at the top of your bag to prevent wrinkles.

CONCUR

Company Policy Travel Policy

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Last logged in: 10/28/2014 1:28 PM

## Return To Homepage / Travel Center:

### Travel Center View:

The UPCOMING TRIPS tab will show your future trips. Once you travel on them, they will move to the TRIP LIBRARY.

The screenshot shows the Concur Travel Center homepage. A red box highlights the 'Travel' tab in the top navigation bar. A red arrow points from the text 'The UPCOMING TRIPS tab will show your future trips...' to the 'Upcoming Trips' tab in the 'Travel Alerts' section. Another red arrow points from the text 'Once you travel on them, they will move to the TRIP LIBRARY.' to the 'Trip Library' tab in the top navigation bar.

**Message for Administrators**  
95 DAYS to the Enhanced UI launch  
[Preview](#)

**Booking for myself | Book for a guest**

Customized Messages Can Be Added Here.

☒ Round Trip ☐ One Way ☐ Multi-Segment

Departure City  [Find an airport](#) [Select multiple airports](#)

Arrival City  [Find an airport](#) [Select multiple airports](#)

Departure

Return

☐ Pick-up/Drop-off car at airport  
☐ Automatically reserve this car  
☐ Find a Hotel

☐ Specify airline  
☐ Refundable only air fares  
Number of adults   
Class of Service:   
Search flights by ☒ Price ☐ Schedule  
☒ Flights w/ no double connections

[Search](#)

Or, tell us in your words what you want to do  
e.g. flight from JFK to Paris on Tuesday [Search](#)

**Travel Alerts**

- You haven't signed up to receive e-receipts. [Sign up here](#)
- You have unused tickets

Company Notes **Upcoming Trips** [Trips Awaiting Approval](#)

Trip Name/Description	Status	Start Date	End Date	Action
Trip from Minneapolis/St. Paul to Denver (MP8S2U)	Ticketed	12/08/2014	12/10/2014	<a href="#">Cancel Trip</a>
Car/Hotel Reservation - Minneapolis/St. Paul (OASH22)	Confirmed	01/14/2015	01/15/2015	<a href="#">Cancel Trip</a>

**CONCUR** Company Policy Travel Policy  
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Last logged in: 10/28/2014 1:28 PM

# Trip Approvals:

There are 4 different ways Managers can approve travel requests:

- ➔ Replying via a smart phone
- ➔ Replying via email
- ➔ Login to Concur and click on Required Approvals in the “At-a-Glance” area or Trips Awaiting Approval tab
- ➔ Login to Concur and access through the Trips Needing Approval in the reporting section

**NOTE:** All methods of approval allow the Manager/Approver to view what the traveler chose, and also see cheaper alternative options that were turned down by the traveler.

## Approve By Replying Via A Smart Phone Or Email:

\*\*\* This is the domain the approval emails will come from \*\*\*

From: Concur Travel [mailto:TravelWizardApprovals@concursolutions.com]  
Sent: Friday, April 22, 2014 10:53 AM  
To: Steve Neuman  
Subject: Travel approval required for traveler: William Never  
Importance: High

Traveler: William Never  
Description: TRIP FROM MINNEAPOLIS/ST. PAUL TO NEW YORK

**Note: This trip requires action on your part (approval or rejection) before it is finalized or ticketed.**

This trip must be approved by: Sunday, April 24, 2014 12:00 AM Eastern time.  
If it is rejected, it will be automatically cancelled by that time unless resubmitted.  
**It will be automatically cancelled if you do not approve it by that time.**  
Please login to Concur Travel and Expense or follow the instructions below to approve or reject this trip.

To approve or reject this trip via e-mail use the reply function in your email program to send it back for approval or rejection (email address is TravelWizardApprovals@concursolutions.com).  
To approve the trip, put an [A] in the brackets where indicated below.  
To reject the trip, put an [R] in the brackets where indicated below.

---

TRIP FROM MINNEAPOLIS/ST. PAUL TO NEW YORK

### Option 1 for Smart Phones

*When using an iPhone, Android, Windows, or Blackberry device, you can reply with the word Approve or Reject as a very first word of your reply.*

### Option 2 from this original email

In the brackets you MUST put either “A” in the brackets next to Approve Trip or “R” in the brackets next to Reject Trip.

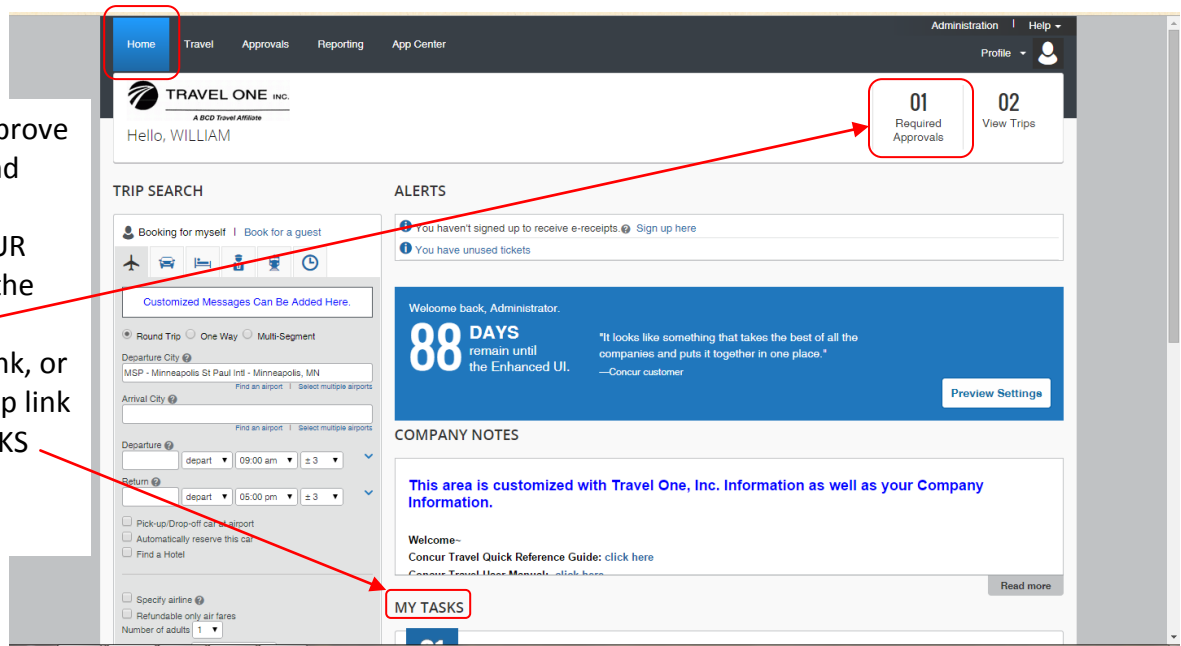
Approve Trip [ ] ( Enter A to Approve )

Reject Trip [ ] ( Enter R to Reject )

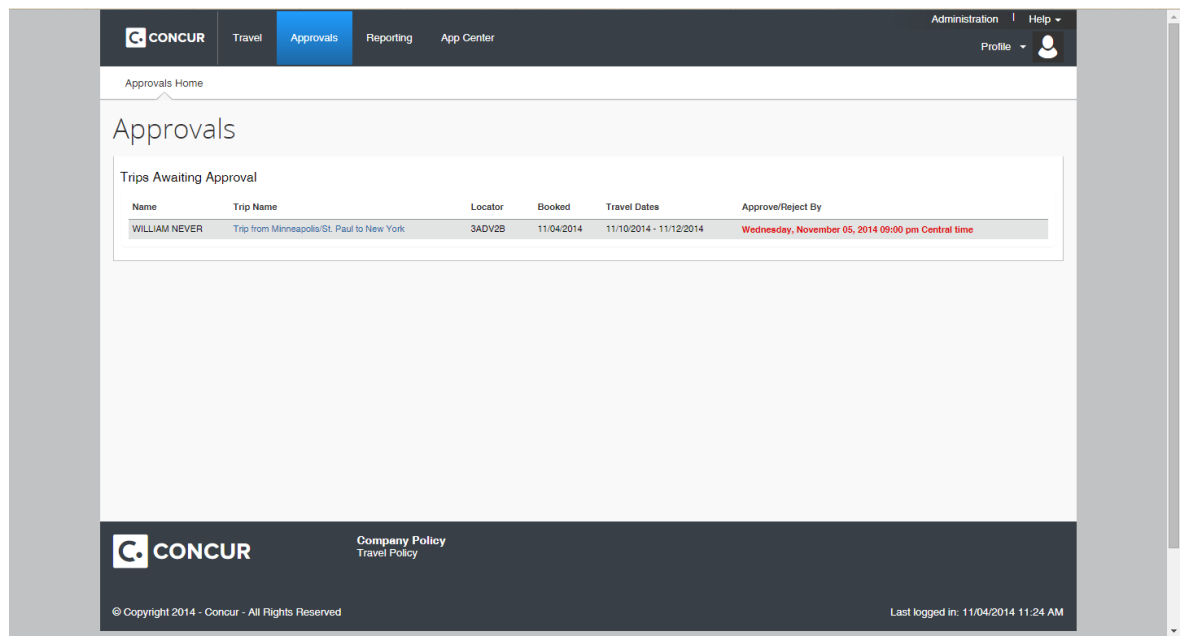
## Trip Approvals – Via Required Approvals Link:

Approve By Clicking On The Required Approvals Link In The “At-A-Glance” or MY TASKS Area:

Managers/Approve  
rs can login and  
when on the  
HOME/CONCUR  
page click on the  
REQUIRED  
APPROVALS link, or  
click on the trip link  
in the MY TASKS  
area of the  
homepage.



Next, click on the trip awaiting approval. Note the date and time the trip needs to be approved by in order to save the airfare stored by the computer.



## Trip Approvals – Via Trips Awaiting Approval Tab:

Once you click on the trip, it will open up the request. This allows you to approve or reject the itinerary. You will be able to see what was booked, information on what rule(s) were violated and what else was offered to the traveler in this area of the booking.

Click on the APPROVE or REJECT buttons

You can add comments for reporting purposes, or a message back to the traveler if rejecting the trip.

Request Requiring Your Approval

This trip must be approved by: Wednesday, November 05, 2014 09:00 pm Central time.

Approve Reject Close

Request Status/History Travel Itinerary

Item Name: Trip from Minneapolis/St. Paul to New York  
Trip Description: No description  
Meeting Name: WILLIAM NEVER  
Submitted By: Tuesday, November 04, 2014 02:25 pm Central Time  
Last Ticket Date: Wednesday, November 05, 2014 11:00 pm Central Time  
Customized Reporting Field: Meeting 1  
Approval Status/History: Requires Approval by WILLIAM NEVER.  
History/Notes: Request Created on Tuesday, November 04, 2014 at 02:24 pm Central time by WILLIAM JACKIE NEVER.

Flight segment Air Segment added on Tuesday, November 04, 2014 at 02:24 pm Central time.

Hotel segment New York LaGuardia Airport Marriott added on Tuesday, November 04, 2014 at 02:25 pm Central time.

This itinerary violates company policy and must be approved before it is ticketed. The itinerary has still been reserved. The travel approver must approve the trip, or the traveler must withdraw the trip request to cancel the reservation and avoid hotel no-show fees.

If you have any comments you would like to add (for reporting only), please type them below and click OK.

OK Cancel

### Approve Using The Trips Awaiting Approval Tab:

Managers/Approvers can login and when on the TRAVEL page, click on the TRIPS AWAITING APPROVAL tab – then click on the trip needing approval.

Once you click on the trip, it will open up the request – *same as above*.

Click on the APPROVE or REJECT buttons. Add comments for reporting or message back to the traveler.

CONCUR Travel Approvals Reporting App Center

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Concur XA

Message for Administrators

88 DAYS to the Enhanced UI launch

Preview

Booking for myself | Book for a guest

Customized Messages Can Be Added Here.

Round Trip One Way Multi-Segment

Departure City MSP - Minneapolis St Paul Intl - Minneapolis, MN

Arrival City

Departure 09:00 am ±3

Return 05:00 pm ±3

Pick-up/Drop-off car at airport

Automatically reserve this car

Find a Hotel

Travel Alerts

You haven't signed up to receive e-receipts. Sign up here

You have unused tickets

Company Notes Upcoming Trips Trips Awaiting Approval

Name	Trip Name	Locator	Booked	Travel Dates	Approve/Reject By
WILLIAM NEVER	Trip from Minneapolis/St. Paul to New York	3ADV2B	11/04/2014	11/10/2014 - 11/12/2014	Wednesday, November 05, 2014 09:00 pm Central time

## Trip Approvals – Via Trips Needing Approval (Reporting Section):

Login and place cursor over the REPORTING link on the tool bar, then click on TRAVEL REPORTS.

The screenshot shows the Travel One Inc. Reporting section. The top navigation bar includes links for Home, Travel, Approvals, Reporting, and App Center. The 'Reporting' tab is selected. A red box highlights the 'Travel Reports' link. The page displays a welcome message for William, a trip search form, alerts, a company note, and a task list.

The screenshot shows the Concur Travel Policy page. A red arrow points to the 'Trips Needing Approval' link in the left sidebar. The page title is 'Company Policy Travel Policy'.

Scroll down all the way to the bottom and click on TRIPS NEEDING APPROVAL



## Trip Approvals – Via Trips Needing Approval (Reporting Section):

Click on the SUBMIT button.

The screenshot shows the Concur Reporting interface. The 'Reporting' tab is selected in the top navigation bar. On the left, there is a sidebar with various reporting categories like Billing and Concur Meetings. The main content area is titled 'Trips Needing Approval'. Below the title, there is a 'Show this Report by default' link and a paragraph explaining the report's purpose. A 'Trips to include' section contains a dropdown menu set to 'Date of First Travel on or After Today', a 'HTML (display to Screen)' dropdown, and a 'Submit' button. A red arrow points from the text 'Click on the SUBMIT button.' to the 'Submit' button.

Under the REQUEST DETAILS column when something is in there to approve you click on the VIEW/APPROVE REQUEST.

The screenshot shows the same Concur Reporting interface, but now displaying the results of the 'Trips Needing Approval' report. The 'Submit' button has been clicked, and a table of results is shown. The table has columns for Name, Booked By, Needs Approval From, Approval Type, First Travel Date, Date Booked, Date Assigned to Approver, Department, Record Locator, and Request Details. A red box highlights the 'Request Details' column, which contains a 'View/Approve Request' link for the first row.

Name	Booked By	Needs Approval From	Approval Type	First Travel Date	Date Booked	Date Assigned to Approver	Department	Record Locator	Request Details
NEVER, WILLIAM	NEVER, WILLIAM	NEVER, WILLIAM	Required	11/10/2014	11/04/2014	11/04/2014	leisure	3ADV2B	<a href="#">View/Approve Request</a>

## Trip Approvals – Via Trips Needing Approval (Reporting Section):

Once you click on the trip, it will open up the request. This allows you to approve or reject the itinerary. You will be able to see what was booked, information on what rule(s) were violated and what else was offered to the traveler in this area of the booking.

Click on the APPROVE or REJECT buttons

You can add comments for reporting purposes, or a message back to the traveler if rejecting the trip.

The image displays two overlapping screenshots of a web application interface for trip approvals.

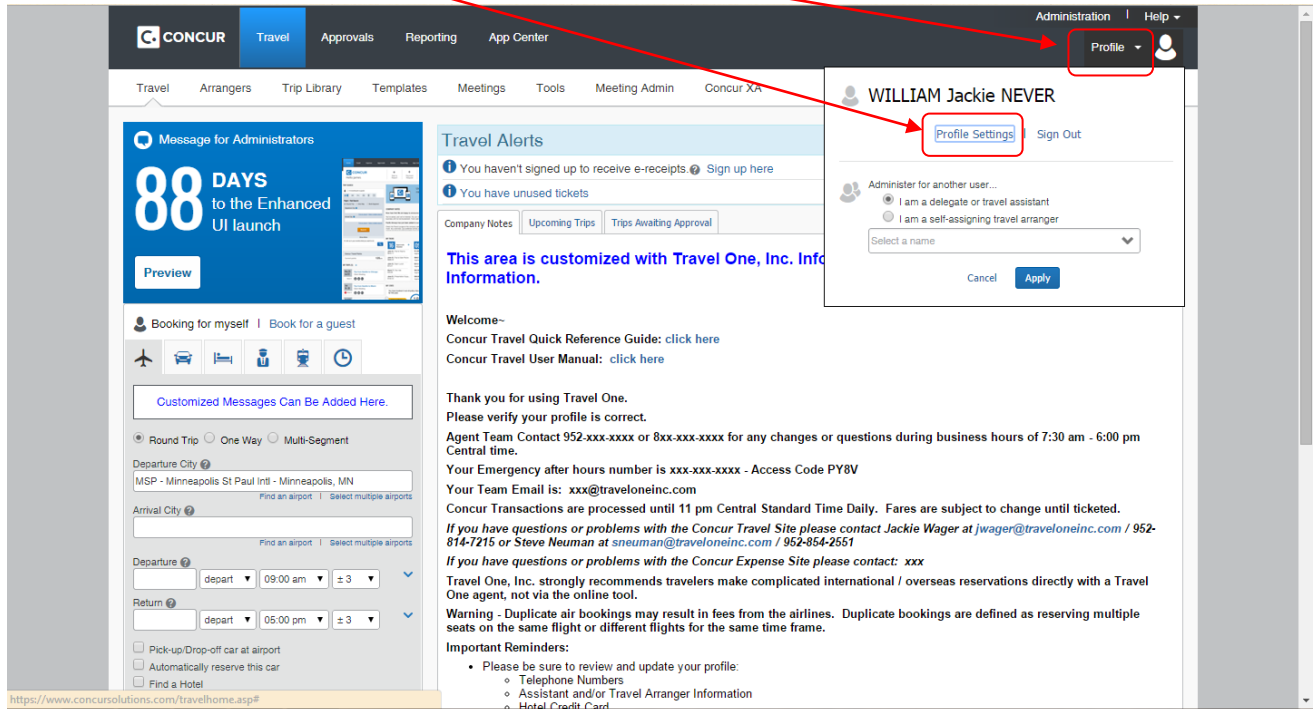
The background screenshot, titled "Request Requiring Your Approval", shows a trip request that must be approved by Wednesday, November 06, 2014 09:00 pm Central time. It features "Approve", "Reject", and "Close" buttons. Below these buttons is a "Travel Itinerary" tab with details such as Item Name, Trip Description, Meeting Name, Submitted By, Submitted on, Last Ticket Date, Customized Reporting Field, Approval Status/History, and History/Notes. The itinerary details include a trip from Minneapolis/St. Paul to New York, submitted by WILLIAM NEVER, and a flight segment.

The foreground screenshot is a modal window titled "Request Requiring Your Approval" that appears when a user clicks on a trip. It contains a text input field for comments, with the prompt: "If you have any comments you would like to add (for reporting only), please type them below and click OK." Below the input field are "OK" and "Cancel" buttons. The modal also displays the same trip details as the background screenshot, including the flight segment and hotel segment.

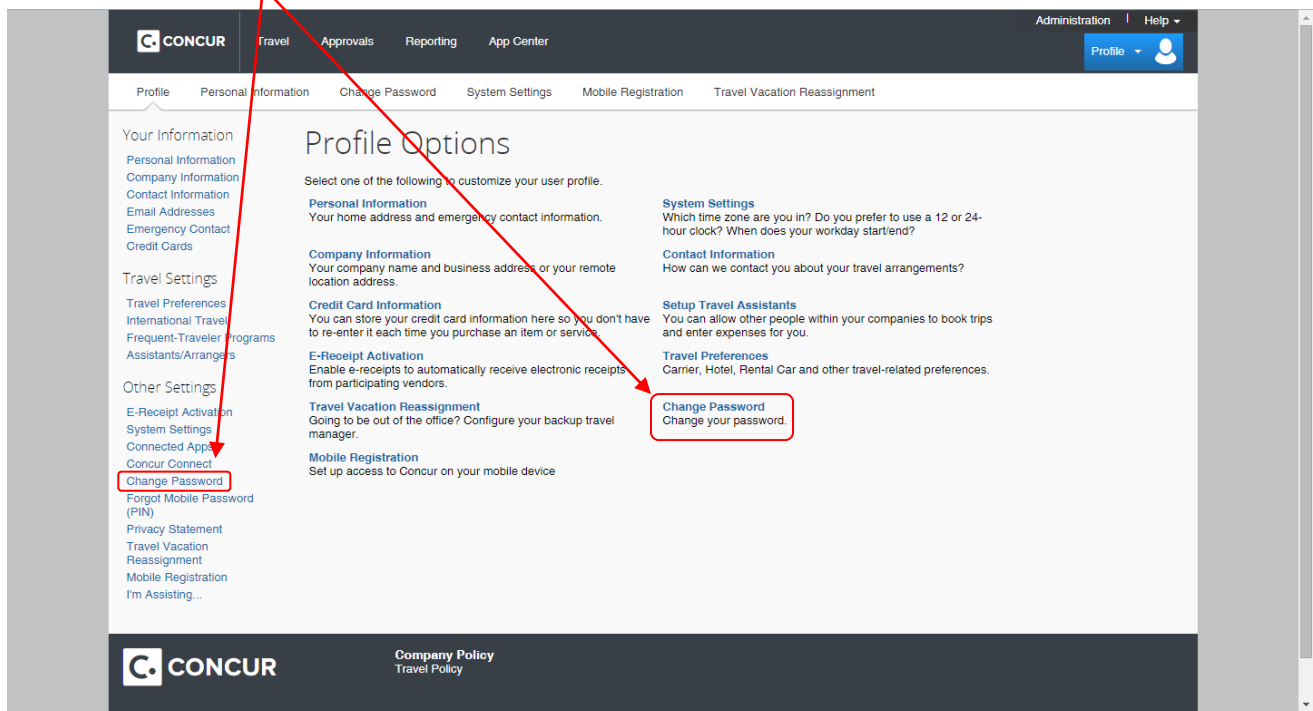
# Changing Password:

Click on the PROFILE link in the upper right-hand corner of the HOME/CONCUR or TRAVEL page.

Click on PROFILE SETTINGS



Click on the CHANGE PASSWORD link under the OTHER SETTINGS group on the left-hand side. Or click on the CHANGE PASSWORD link in the middle of the page.



# Booking A Guest Traveler:

Login and click on the BOOK FOR A GUEST link in the TRIP SEARCH area of the search engine.

The screenshot shows the Travel One Inc. web application. The top navigation bar includes Home, Travel, Approvals, Reporting, and App Center. The user is logged in as WILLIAM. The TRIP SEARCH section is active, showing options for Booking for myself and Book for a guest. The Book for a guest link is highlighted with a red box. Below this, there are fields for Departure City (MSP - Minneapolis St Paul Intl - Minneapolis, MN), Arrival City, Departure (09:00 am), and Return (05:00 pm). There are also checkboxes for Pick-up/Drop-off car at airport, Automatically reserve this car, Find a Hotel, Specify airline, and Refundable only air fares. The COMPANY NOTES section is visible, stating "This area is customized with Travel One, Inc. Information as well as your Company Information".

The screen will refresh. Complete the information needed in the flight search engine, then click SEARCH.

The screenshot shows the Concur web application. The top navigation bar includes Travel, Approvals, Reporting, and App Center. The user is logged in as WILLIAM. The Trip Summary section is active, showing details for a Round Trip from MSP to CHI. The flight search results are displayed, showing a table of flight options. A red arrow points to the text "Choose flight option." on the left side of the screen.

**Trip Summary**

Round Trip  
MSP - CHI  
Outbound: Mon, 12/15/2014  
Return: Wed, 12/17/2014

**Select a Car** Remove

Days: 2  
MSP - Terminal  
Pick-up: Mon, 12/15/2014  
Drop-off: Wed, 12/17/2014

**Select a Hotel** Remove

Nights: 2  
Chicago, IL  
Check-in: Mon, 12/15/2014  
Check-out: Wed, 12/17/2014

**Finalize Trip**

**Change Flight Search**

From: MSP - Minneapolis St Paul Intl - Minneapolis, MN  
To: CHI - Chicago Area Airports - Chicago, IL

**Minneapolis/St. Paul, MN To Chicago, IL**  
Mon, Dec 15 - Wed, Dec 17

Print / Email  
Hide matrix

All	American Airlines	Delta	United	spirit Spirit Airlines	Multiple Carriers	Southwest	US Airways
123 results	96.20 9 results	136.20 36 results	136.20 20 results	80.20 1 results	116.20 27 results	136.20 4 results	204.20 5 results
Nonstop	96.20 9 results	136.20 36 results	136.20 20 results	80.20 1 results	116.20 27 results	136.20 4 results	204.20 5 results
1 stop	351.70 11 results	574.70 4 results	286.70 4 results	--	--	183.70 2 results	--
21 results							

**Baggage Fee Policies**

Shop by Fares Shop by Schedule

Sort By: Price - Low to High

**Expand All Details**

Displaying: 123 out of 123 results.

Price	Carrier	Depart	Arrive	Stops	Duration
\$80.20	spirit Spirit Airlines	MSP 06:20 am	ORD 07:45 am	0	1h 25m
		ORD 07:48 pm	MSP 09:14 pm	0	1h 26m
\$96.20	American Airlines	MSP 07:30 am	ORD 09:15 am	0	1h 45m
		ORD 02:20 pm	MSP 03:45 pm	0	1h 25m
\$116.20	American Airlines	MSP 07:30 am	ORD 09:15 am	0	1h 45m
	United				

## Booking A Guest Traveler:

The screenshot shows the Concur Travel interface. On the left is a 'Trip Summary' sidebar with a progress bar and links for 'Flights Selected', 'Select a Car', 'Select a Hotel', and 'Finalize Trip'. The main area is titled 'Review and Reserve Flight'. It contains a 'REVIEW FLIGHTS' section showing outbound and return flight details for Delta. Below this is the 'ENTER TRAVELER INFORMATION' section with fields for legal name, gender, date of birth, phone, and email, and a 'Frequent Flyer Programs' section. The 'SEAT ASSIGNMENT' section is partially visible. Below that is the 'SELECT A METHOD OF PAYMENT' section with options for credit card or temporary card. The 'ACCEPT FARE RULES AND RESTRICTIONS' section includes a warning about non-refundable tickets and a link to view rules. At the bottom are 'Back' and 'Reserve Flight and Continue' buttons. Red arrows from external text blocks point to the flight review section, the traveler information form, the frequent flyer program dropdown, the payment method section, the fare rules section, and the 'Reserve Flight and Continue' button.

**Review the chosen flight.**

**Fill out the Guest Traveler information – Legal Name, TSA Information, email, etc.**

**Add Frequent Flyer Program number.**

**Select form of payment.**

**Review the air fare rules and restrictions.**

**Click on the RESERVE FLIGHT AND CONTINUE button.**

Complete the reservation by booking the car rental and hotel as normal.

# Adding Car And / Or Hotel To An Existing Reservation:

From the HOME/CONCUR page, click on the VIEW TRIPS link in the “At-a-Glance” area at top or click on the trip you want to add the car and/or hotel to in the MY TRIPS area.

**Note:** Do **not** go through the search engine to create another itinerary.

The screenshot displays the Travel One Inc. Concur user interface. At the top, the navigation bar includes links for Home, Travel, Approvals, Reporting, and App Center. The user is logged in as WILLIAM, with 00 Required Approvals and 02 View Trips. The main content area is divided into several sections:

- TRIP SEARCH:** This section contains a search form with fields for Departure City (Minneapolis St Paul Intl - Minneapolis, MN), Arrival City, Departure (06:00 am), and Return (05:00 pm). A red circle highlights the search form, indicating that users should not use the search engine to create a new itinerary.
- ALERTS:** This section displays two alerts: "You haven't signed up to receive e-receipts" and "You have unused tickets".
- WELCOME BACK, ADMINISTRATOR:** A blue banner with a quote from a Concur customer: "I like the consistency of the interface. I like how responsive and easy it is to find things." and a "Preview Settings" button.
- COMPANY NOTES:** A section titled "This area is customized with Travel One, Inc. Information as well as your Company Information." with a "Read more" button.
- MY TASKS:** A section showing "00 Required Approvals" and a message: "Great! You currently have no approvals."
- MY TRIPS (2):** A section containing two trip cards: "DEC 08-10 Trip from Minneapolis/St. Paul to Denver" and "JAN 14-15 Car/Hotel Reservation - Minneapolis/St. Paul". A red box highlights this section, indicating that users should click on the trip they want to add the car and/or hotel to.
- FACTS & STATS:** A section with two "Did you know?" tips: "Having your home country's embassy number programmed in your phone can help in case of an emergency abroad." and "If you don't have a garment bag, you can roll your blazer and put it at the top of your bag to prevent wrinkles."

The footer includes the Concur logo, Company Policy, Travel Policy, and copyright information: "© Copyright 2014 - Concur - All Rights Reserved". The last logged in time is 10/28/2014 1:28 PM.

## Adding Car And / Or Hotel To An Existing Reservation:

### Alternate Option:

From the TRAVEL page, click on the UPCOMING TRIPS tab. Click on the particular trip you want to add the car and/or hotel from the list.

**Note:** Do **not** go through the search engine to create another itinerary.

The screenshot shows the Concur Travel interface. The 'UPCOMING TRIPS' tab is highlighted with a red box. Below it, a table lists upcoming trips. The first trip is 'Trip from Minneapolis/St. Paul to Denver (MP852U)' with status 'Ticketed'. The second trip is 'Car/Hotel Reservation - Minneapolis/St. Paul (DASH22)' with status 'Confirmed'. A red circle is drawn around the search filters on the left side of the page, indicating that users should not use the search engine to create a new itinerary.

The screenshot shows the 'Trip Overview' page for the trip 'Trip from Minneapolis/St. Paul to Denver'. The 'ADD TO YOUR ITINERARY' section is highlighted with a red box. It contains icons for adding Car, Hotel, Parking, Taxi, and Wi-Fi. A red arrow points from the text 'Once you click on the trip, you will be at the TRIP OVERVIEW page where you can add the car, hotel and other services in the ADD TO YOUR ITINERARY section. Click on the icon you want to add.' to the 'ADD TO YOUR ITINERARY' section. Below this, the 'Reservations' section shows flight details for 'Monday, December 8, 2014' and 'Wednesday, December 10, 2014'. The flight is Delta 3389 from Minneapolis/St. Paul, MN (MSP) to Denver, CO (DEN). The flight status is 'Confirmed'.

## Adding Car And / Or Hotel To An Existing Reservation:

Once you click on the appropriate icon, a pop-up box will appear for you to verify the leg of the trip.

**CONCUR** Travel Approvals Reporting App Center Administration Help

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Concur XA

**Trip Summary**

**Finalize Trip**

**Review Travel Details**  
Enter Trip Information  
Submit Trip Confirmation

**Trip Overview**

**Trip Name:** Trip from Minneapolis/St. Paul to Dallas [Edit](#)

**I want to...**  
[Print Itinerary](#)  
[E-mail Itinerary](#)  
[Open in Outlook](#)  
[View Trip History](#)  
[Create Template](#)  
[Clone Trip](#)  
[Share Trip](#)  
[Cancel Entire Trip](#)

**Trip leg selection**

Add reservation to:  
Dallas, TX (DFW) (Nov 17)

[Search](#) [Cancel](#)

**Add to your Itinerary**

[Car](#) [Hotel](#)  
[Parking](#) [Add User Supplied Hotel](#)  
[Taxi](#) [Wi-Fi](#)

**Don't forget, gogo internet!** **gogo** Gogo Wi-Fi is available on some of your flights: ☺

Type of pass: All Day Pass \$14.00 each. No. of Passes: 2

- \$14.00 each (Retail price ranges up to \$24.00).
- 24-hours of continuous access on a single airline.
- Expires 1 year from purchase.

How would you like to pay?  
Please choose a credit card. [Add credit card](#)

[Purchase Gogo Wi-Fi](#)

By clicking Purchase Gogo "Wi-Fi", you agree to our:  
[Privacy & cookie policy](#)  
[Terms of use](#)  
[Promotional code and gift card usage policy](#)  
\* Indicates credit card is a company card

Click on the down arrow to change the leg, if necessary.

Click SEARCH.



## Adding Car And / Or Hotel To An Existing Reservation:

Go through the booking process to choose the car and/or hotel vendor.

Click on the NEXT button at the bottom of the page – even though the confirmation number is shown on the itinerary.

CONCUR

Travel

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Travel

Arrangers

Trip Library

Templates

Meetings

Tools

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Concur XA

Trip Summary

Finalize Trip

Review Travel Details

Enter Trip Information

Submit Trip Confirmation

Trip Overview

I want to...

[Print Itinerary](#)
[Email Itinerary](#)

Trip Name: Trip from Minneapolis/St. Paul to Dallas

Start Date: Nov 17, 2014

End Date: Nov 19, 2014

Created: Nov 5, 2014, WILLIAM NEVER (Modified: Nov 5, 2014)

Description: (No Description Available)

Agency Record Locator: 3DCHWP

Passengers: William Jackie Never

Total Estimated Cost: \$983.70 USD

Add to your Itinerary

Car

Hotel

Parking

Add User Supplied Hotel

Taxi

Wi-Fi

Don't forget your internet!

gogo

Gogo Wi-Fi is available on some of your flights:

Type of pass

No. of Passes

All Day Pass \$14.00 each.

2

\$14.00 each (Retail price ranges up to \$24.00).

24-hours of continuous access on a single airline.

Expires 1 year from purchase.

How would you like to pay?

Please choose a credit card.

Add credit card

Purchase Gogo Wi-Fi

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Reservations

Monday, November 17, 2014

Flight

Minneapolis/St. Paul, MN (MSP) to Los Angeles, CA (LAX)

Cancel all Air

American Airlines 2023

OPERATED BY US AIRWAYS US 2023

Departure: 11:20 AM

Seat: No seat assignment

Minneapolis St Paul Intl (MSP)

Terminal: 1

Duration: 6 hours, 3 minutes

1 stop

Arrival: 03:23 PM

Los Angeles Intl (LAX)

Terminal: 6

Additional Details

Aircraft: Airbus A321

Distance: 1532 miles

E-Ticket

Meal: Food for purchase

Cabin: Economy (Q)

Plan ahead and reserve your airport parking with Park 'N Fly. See Parking Options

1 hr, 27 min layover at Los Angeles Intl (LAX)

Flight

Los Angeles, CA (LAX) to Dallas, TX (DFW)

Change | Cancel

American Airlines 2474

Departure: 04:50 PM

Seat: No seat assignment

Los Angeles Intl (LAX)

Terminal: 4

Duration: 3 hours

Nonstop

Arrival: 09:50 PM

Dallas Ft Worth Intl (DFW)

Terminal: 0

Additional Details

Aircraft: Boeing 737-800

Distance: 1231 miles

E-Ticket

Meal: Food for purchase

Cabin: Economy (Q)

Hyatt Regency DFW

2334 N International Pkwy

Dallas, Texas, 75261

US

972-453-1234

Change | Cancel

Checking In: Mon Nov 17

16:00

Room 1, Days 2, Guests 1

Checking Out: Wed Nov 19

12:00

Additional Information

Daily rate: \$279.00 USD

Total rate: \$558.00 USD

Room Details

Room Description: RoomDescriptionCodeBSSGTD

Special Instructions: Nonsmoking

Cancellation Policy

Cancellation Fees may apply

Cancel By: 3PM Cst 24 Hours Prior To Arrival

Car

Hotel

Add User Supplied Hotel

Taxi

Wednesday, November 19, 2014

Flight

Dallas, TX (DFW) to Minneapolis/St. Paul, MN (MSP)

Cancel all Air

American Airlines 2306

Departure: 02:40 PM

Seat: No seat assignment

Dallas Ft Worth Intl (DFW)

Terminal: 0

Duration: 2 hours, 20 minutes

Nonstop

Confirmation: QKKNUX

Status: Cancellation Confirmed

[Back to Top](#)

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## Adding Car And / Or Hotel To An Existing Reservation:

Complete the TRIP BOOKING INFORMATION including any reporting requirements, if necessary.

Click FINISH.

**CONCUR** Travel Approvals Reporting App Center Administration | Help Profile

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin Concur XA

**Trip Summary**

- Finalize Trip
- Review Travel Details
- Enter Trip Information
- Submit Trip Confirmation

**Trip Confirmation**

Press the "Finish" button to complete your booking and have it processed. Your designated travel approver will receive a copy of your itinerary.

Trip Name:  
Car/Hotel Reservation - Minneapolis/St. Paul

Description:

Comments for the Travel Agent (optional)  
Special Requests may incur a higher service fee.

Send a copy of the confirmation to:

Send my email confirmation as ☐ HTML ☒ Plain-text

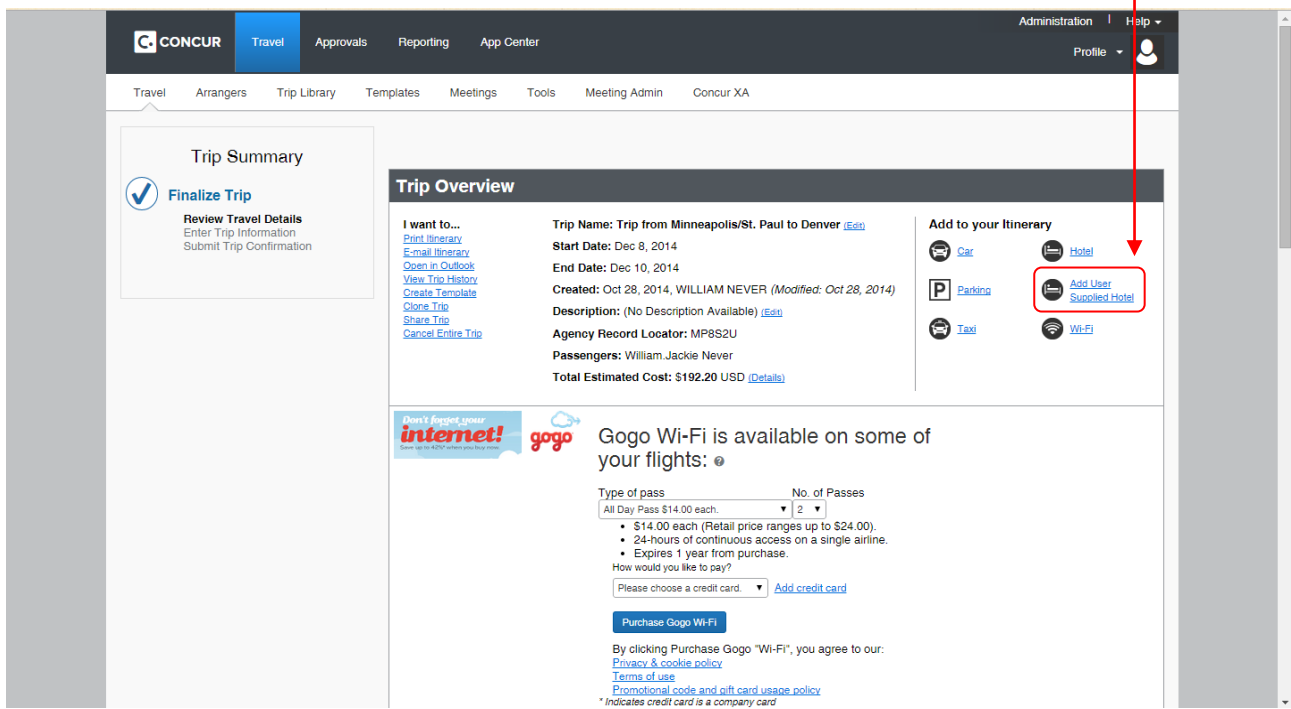
Include directions and maps to hotels

Display Trip << Previous **Finish**

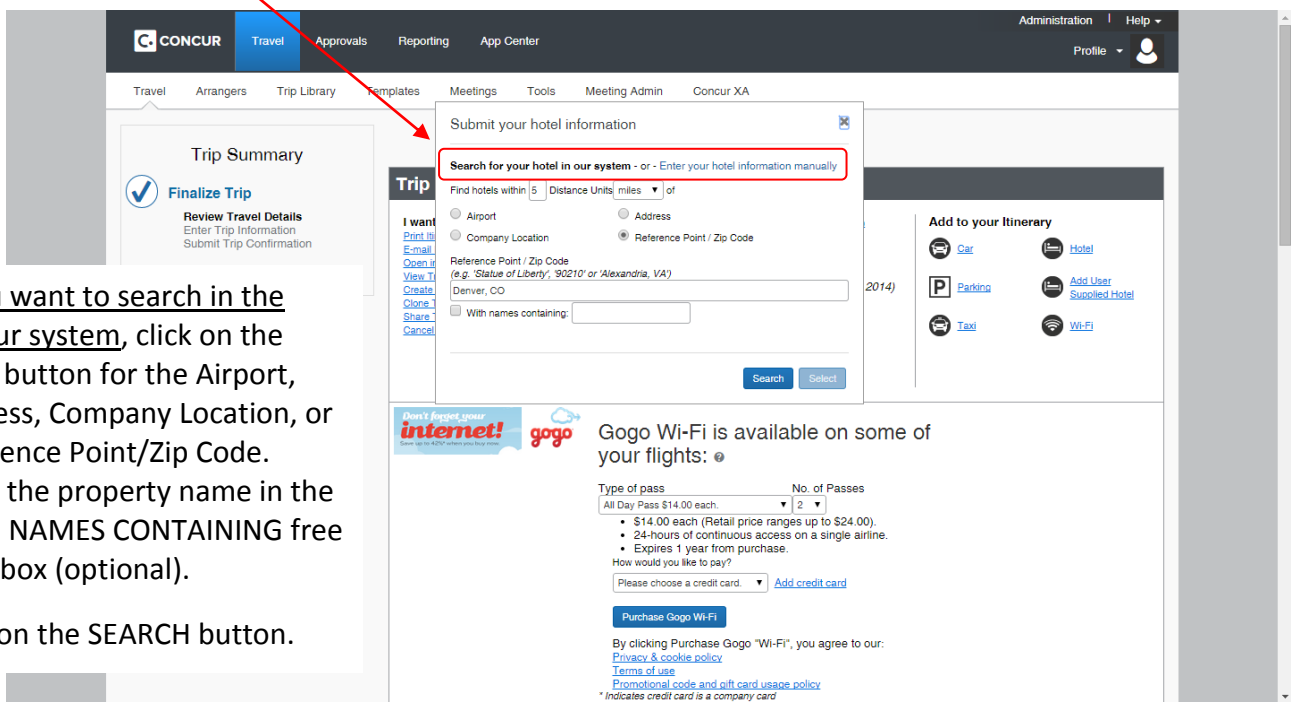
**CONCUR** Company Policy Travel Policy

# Adding A User Supplied Hotel To An Existing Reservation:

You have the ability to add a hotel already booked through an outside source (i.e., convention website, the client you are traveling to meet, etc.). To do this, click on the ADD USER SUPPLIED HOTEL icon.



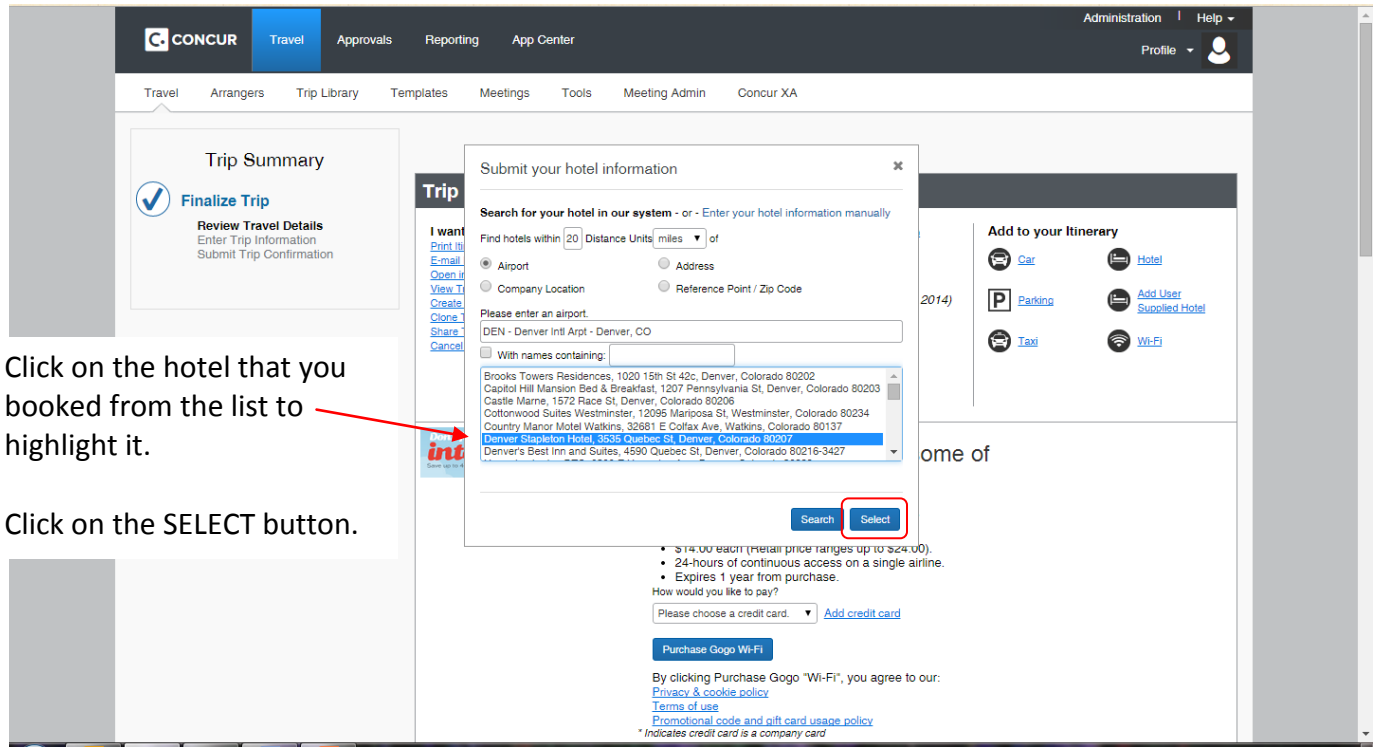
You can either find the hotel using the Concur reservation system, or click on the link to add the hotel information manually.



If you want to search in the Concur system, click on the radio button for the Airport, Address, Company Location, or Reference Point/Zip Code. Enter the property name in the WITH NAMES CONTAINING free form box (optional).

Click on the SEARCH button.

## Adding A User Supplied Hotel To An Existing Reservation:



**Trip Summary**

**Finalize Trip**

**Review Travel Details**  
[Enter Trip Information](#)  
[Submit Trip Confirmation](#)

**Trip**

**Submit your hotel information**

**Search for your hotel in our system** - or - **Enter your hotel information manually**

Find hotels within  Distance Units:  of

☒ Airport ☐ Address  
☐ Company Location ☐ Reference Point / Zip Code

Please enter an airport:  
 DEN - Denver Intl Arpt - Denver, CO

☐ With names containing:

Brooks Towers Residences, 1020 15th St 42c, Denver, Colorado 80202  
 Capitol Hill Mansion Bed & Breakfast, 1207 Pennsylvania St, Denver, Colorado 80203  
 Castle Marne, 1572 Race St, Denver, Colorado 80206  
 Cottonwood Suites Westminster, 12095 Mariposa St, Westminster, Colorado 80234  
 Country Manor Motel Watkins, 32681 E Colfax Ave, Watkins, Colorado 80137  
**Denver Stapleton Hotel, 3535 Quebec St, Denver, Colorado 80207**  
 Denver's Best Inn and Suites, 4590 Quebec St, Denver, Colorado 80216-3427

• \$14.00 each (Retail price ranges up to \$24.00).  
 • 24-hours of continuous access on a single airline.  
 • Expires 1 year from purchase.

How would you like to pay?  
 Please choose a credit card.

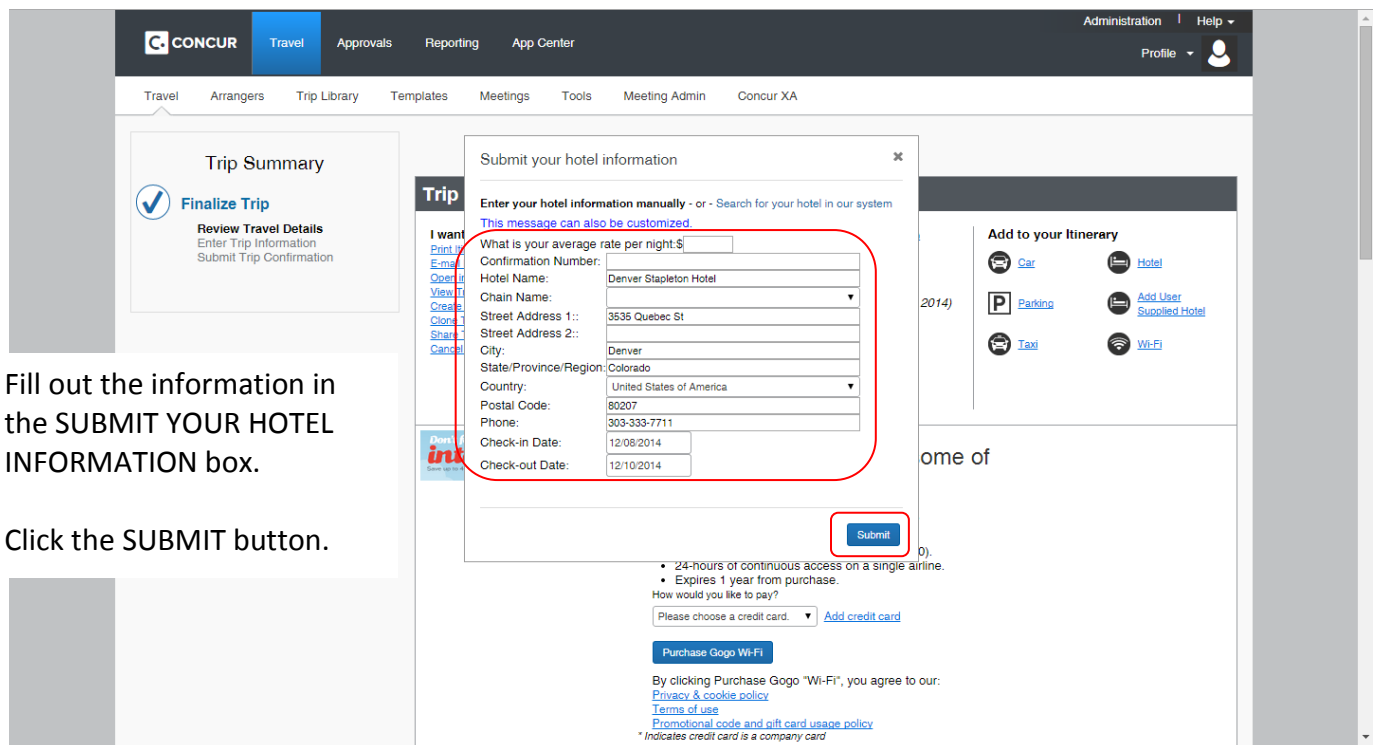
By clicking Purchase Gogo "Wi-Fi", you agree to our:  
[Privacy & cookie policy](#)  
[Terms of use](#)  
[Promotional code and gift card usage policy](#)  
\* Indicates credit card is a company card

**Add to your Itinerary**

☒ Car ☒ Hotel  
☒ Parking ☒ Add User Supplied Hotel  
☒ Taxi ☒ Wi-Fi

Click on the hotel that you booked from the list to highlight it.

Click on the SELECT button.



**Trip Summary**

**Finalize Trip**

**Review Travel Details**  
[Enter Trip Information](#)  
[Submit Trip Confirmation](#)

**Trip**

**Submit your hotel information**

**Enter your hotel information manually** - or - **Search for your hotel in our system**  
 This message can also be customized.

What is your average rate per night: \$

Confirmation Number:

Hotel Name:

Chain Name:

Street Address 1:

Street Address 2:

City:

State/Province/Region:

Country:

Postal Code:

Phone:

Check-in Date:

Check-out Date:

• 24-hours or continuous access on a single airline.  
 • Expires 1 year from purchase.

How would you like to pay?  
 Please choose a credit card.

By clicking Purchase Gogo "Wi-Fi", you agree to our:  
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[Terms of use](#)  
[Promotional code and gift card usage policy](#)  
\* Indicates credit card is a company card

**Add to your Itinerary**

☒ Car ☒ Hotel  
☒ Parking ☒ Add User Supplied Hotel  
☒ Taxi ☒ Wi-Fi

Fill out the information in the SUBMIT YOUR HOTEL INFORMATION box.

Click the SUBMIT button.

## Adding A User Supplied Hotel To An Existing Reservation:

**Submit your hotel information**

Search for your hotel in our system - or - [Enter your hotel information manually](#)

Find hotels within  Distance Units  of

☐ Airport  
☐ Company Location  
☐ Address  
☒ Reference Point / Zip Code

Reference Point / Zip Code  
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')

Denver, CO

**Add to your Itinerary**

**Gogo Wi-Fi is available on some of your flights:**

Type of pass: All Day Pass \$14.00 each. No. of Passes: 2

- \$14.00 each (Retail price ranges up to \$24.00).
- 24-hours of continuous access on a single airline.
- Expires 1 year from purchase.

How would you like to pay?

Please choose a credit card. [Add credit card](#)

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[Promotional code and gift card usage policy](#)  
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If you have the hotel contact information handy, you can simply click on the ENTER YOUR HOTEL INFORMATION MANUALLY link.

**Submit your hotel information**

Enter your hotel information manually - or - Search for your hotel in our system

[This message can also be customized](#)

What is your average rate per night: \$

Confirmation Number:

Hotel Name: Denver Stapleton Hotel

Chain Name:

Street Address 1:: 3535 Quebec St

Street Address 2::

City: Denver

State/Province/Region: Colorado

Country: United States of America

Postal Code: 80207

Phone: 303-333-7711

Check-in Date: 12/08/2014

Check-out Date: 12/10/2014

**Add to your Itinerary**

**Gogo Wi-Fi is available on some of your flights:**

Type of pass: All Day Pass \$14.00 each. No. of Passes: 2

- \$14.00 each (Retail price ranges up to \$24.00).
- 24-hours of continuous access on a single airline.
- Expires 1 year from purchase.

How would you like to pay?

Please choose a credit card. [Add credit card](#)

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[Terms of use](#)  
[Promotional code and gift card usage policy](#)  
\* Indicates credit card is a company card

Fill out the information in the SUBMIT YOUR HOTEL INFORMATION box and click on the SUBMIT button.

Click on the NEXT button

Click on FINISH

Be sure to get to the FINISHED! screen just as

# Sign Out:

To sign out – from the HOME/CONCUR or TRAVEL page, click on PROFILE.

Click on SIGN OUT.

The screenshot displays the Travel One Concur user interface. At the top, a navigation bar includes links for Home, Travel, Approvals, Reporting, and App Center. On the right, there are links for Administration and Help, along with a 'Profile' dropdown menu. The main header area shows the Travel One logo and a greeting: 'Hello, WILLIAM'. Below this, the 'TRIP SEARCH' section is visible, featuring options for booking (myself or a guest) and filters for trip type (Round Trip, One Way, Multi-Segment). The 'ALERTS' section on the right shows notifications about e-receipts and unused tickets. A prominent blue banner in the center reads '101 DAYS remain until the Enhanced UI.' Below this, the 'COMPANY NOTES' section contains a welcome message and a link to the Concur Travel Quick Reference Guide. The 'MY TASKS' section is partially visible at the bottom. A red arrow points from the 'PROFILE' dropdown in the top navigation bar to the 'Sign Out' button in the user profile menu. Another red arrow points from the 'Sign Out' button to the text 'Click on SIGN OUT.'

Home Travel Approvals Reporting App Center Take a Tour Administration Help

Profile

WILLIAM Jackie NEVER

Profile Settings Sign Out

Administer for another user...

☐ I am a delegate or travel assistant

☐ I am a self-assigning travel arranger

Select a name

Cancel Apply

Welcome back, Administrator.

101 DAYS remain until the Enhanced UI.

"I like the consistency of the interface. I like how responsive and easy it is to find things."  
—Concur customer

Preview Settings

COMPANY NOTES

This area is customized with Travel One, Inc. Information as well as your Company Information.

Welcome~  
Concur Travel Quick Reference Guide: [click here](#)  
[Concur Travel User Manual](#) [click here](#)

Read more

MY TASKS

[https://www.concursolutions.com/profile/profile\\_user.asp](https://www.concursolutions.com/profile/profile_user.asp)